

REQUEST FOR PROPOSAL

TO PROVIDE: "Next Generation" Enhanced 9-1-1 IP System



RFP No.: 0211

Proposal Receipt Date: July 14, 2010

Proposal Receipt Time: 04:00 P.M.

Jefferson Parish
Department of Purchasing
200 Derbigny Street, Suite 4400
Gretna, Louisiana 70053

(504)364-2678

TABLE OF CONTENTS

PART I. ADMINISTRATIVE AND GENERAL INFORMATION

1.1	Background	1
1.1.1	Purpose	2
1.1.2	Goals and Objectives	2
1.2	Schedule of Events	3
1.3	Proposal Submittal	4
1.4	Proposal Response Format	4
1.4.1	Number of Response Copies	5
1.4.2	Legibility/Clarity	5
1.5	Confidentiality	5
1.6	Proposal Clarifications Prior to Submittal	7
1.6.1	Pre-proposal Conference	7
1.6.2	Proposer Inquiry Period	7
1.7	Required Affidavits	8
1.8	Proposal Guarantee (if required)	10
1.9	Performance Bond	10
1.10	Changes, Addenda, Withdrawals	10
1.11	Cost of Offer Preparation	10
1.12	Non-negotiable Contract Terms	10
1.13	Taxes	11
1.14	Proposal Validity	11
1.15	Prime Contractor Responsibilities	11
1.16	Written or Oral Discussions/Presentations	11
1.17	Acceptance of Proposal Content	11
1.18	Contract Negotiations	12
1.19	Cancellation of RFP or Rejection of Proposals	12
1.20	Evaluation and Selection	12
1.21	Award	12
1.21.1	Award shall be made to the Proposer whose proposal, conforming to the RFP	12
1.21.2	The award may be made on the basis of the initial offer	12
1.22	Notice of Intent to Award	13
1.23	Insurance Requirements	13
1.24	Subcontractor Insurance	13
1.25	Indemnification	13
1.26	Fidelity Bond Requirements (if required)	14
1.27	Payment for Services	14

1.28	Termination.....	14
1.28.1	The Parish may terminate this contract to comply with terms and conditions of the Contract.....	14
1.28.2	Parish may terminate contract by giving thirty day written notice.....	14
1.28.3	Appropriations Dependency	14
1.29	Assignment	15
1.30	No guarantee of Quantities	15
1.31	Audit of Records.....	15
1.32	EEOC and ADA Compliance	15
1.33	Record Retention	15
1.34	Record Ownership	16
1.35	Content of Contract/Order of Precedence.....	16
1.36	Contract Changes.....	16
1.37	Substitution of Personnel	16
1.38	Force Majeure	16
1.39	Governing Law	17
1.40	Claims or Controversies (if required)	17

PART II. SCOPE OF WORK/SERVICES

2.1	Scope of Work/Services.....	18
2.2	Period of Agreement.....	18
2.3	Price Schedule.....	18
2.4	Deliverables	18
2.5	Location	18
2.6	Proposal Elements.....	19
2.6.1	Financial.....	19
2.6.2	Technical.....	19

PART III. EVALUATION

3.1	Financial Proposal.....	20
3.2	Technical Proposal.....	20

PART IV. PERFORMANCE STANDARDS

4.1	Performance Requirements.....	21
4.2	Performance Measurement/Evaluation.....	21

ATTACHMENT “A” - INSURANCE REQUIREMENTS.....22

ATTACHMENT “B” – SPECIFICATIONS AND VENDOR RESPONSE DOCUMENT

➤ Specifications and Vendor Response Document.....	23-85
➤ Affidavit.....	86
➤ Corporate Resolution.....	87
➤ Signature Sheet.....	88
➤ Copy of Advertisement.....	89-90

REQUEST FOR PROPOSAL FOR

“Next Generation” Enhanced 9-1-1 System

1.1 Background

The Jefferson Parish Emergency Communication District (JPECD) is constructing a new Emergency Communication Center (JPECC) and Emergency Operations Center in Gretna, Louisiana. The new center will handle 9-1-1 calls for the Parish, three municipalities, and twelve unincorporated towns. The center will support dispatch of the Parish Sheriff's Office, the Parish Fire Districts and the Hospital District Ambulance (EMS) Services. The facility will also house the Administrative Offices of the District and those of the Parish Office of Emergency Management. This Request for Proposal (RFP) requests a “Next Generation” capable IP based Enhanced 9-1-1 system to support these operations.

The administrative telephone services throughout the Parish are Centrex Service provided by AT&T. The individual Centrex numbers are Analog lines terminating in a variety of Parish owned telephone systems in various Parish office buildings. Some of these Analog lines will terminate in the proposed 9-1-1 system for use by the Sheriff's Office, Fire District and EMS Dispatchers.

The Parish 9-1-1 Call Take and Dispatch functions are currently being provided from an existing center in the unincorporated town of Marrero. The Parish EOC is located in a building adjacent to the current dispatch center. Following cutover to the new dispatch center, the existing ECC facility and its associated equipment (radio dispatch consoles, CAD system and Positron LifeLine 100) will remain in place to become a backup 9-1-1 call take and dispatch center.

JPECD will also be installing a new Tiburon Computer Aided Dispatch (CAD) system in the new dispatch center. The existing CAD system currently serves the Sheriff's Office, Fire Districts, the Hospital EMS, the City of Gretna Police and Fire Departments and the City of Kenner Fire Department. Kenner currently operates a separate Police CAD system. The new CAD system will replace the existing CAD in all locations and be expanded to include the Kenner Police Department. It is currently anticipated that the common, shared CAD system will be designed with CAD Servers in each of the three locations; JPECC, Kenner & Gretna.

This Request for Proposals (RFP) is intended to fully describe the JPECD requirements for a state-of-the-art “Next Generation” PC Workstation based Enhanced 9-1-1 system. The RFP will also provide a conceptual layout for both the dispatch center and proposed equipment room space in the new communications center. Conceptual dispatch center and equipment room floor plans are provided at the conclusion of this section.

While the new system must incorporate the ability to accept and display ALI data received from both landline callers and all local carriers on Wireless 9-1-1 calls, the actual mapping of caller location (Phase I & II) will be accomplished within the JPECD's new Tiburon Computer Aided Dispatch (CAD) system.

It is assumed that, by providing a response to this Request for Proposal (RFP), you are accepting the responsibility to work closely with JPECD personnel to develop detailed installation and cutover plans for the new system.

The RFP details the requirements for the Basic System. You should carefully review the requirements contained in attached requirements. Your proposed system must be capable of meeting those requirements for it to be considered compliant with the RFP.

1.1.1 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Jefferson Parish Ordinance Number 21587 from bona fide, qualified proposers who are interested in providing Enhanced 9-1-1 equipment and services

1.1.2 Goals and Objectives

The Jefferson Parish Emergency Communications Department desires to establish/obtain/receive/etc. . . .

Warranties: The vendor shall provide a complete inventory of equipment installed, including description, manufacturer, model, and serial number, and submit any manufacturer's warranty or registration forms. If the manufacturer's warranty is longer than one year; such warranty shall be provided to the owner.

The vendor shall warrant all equipment to be free of defects in materials and workmanship for one year from the date of substantial completion of the project. For any failures within the warranty period, provide answers to service calls and requests for information within a 24-hour period and repair or replace any faulty item within a 23-hour period without charge, including parts and labor.

References: The following are standards, tests, and recommended methods that applies to this work.

Published standards, tests or recommended methods that apply to the work where sited below:

- a) National Electrical Code (NEC)
- b) National Electrical Manufacturer's Association (NEMA)

- c) American National Safety Institute (ANSI)
- d) Underwriter's Laboratory (UL)
- e) Electronics Industries Association (EIA)
- f) Occupational Safety and Health Administration (OSHA)
- g) Building Industry Consulting Service International (BICSI)
- h) Generic Standards for E9-1-1 PSAP Equipment (Issue 2)
- i) NENA PSAP Master Clock Standard
- j) Generic Standards for E9-1-1 PSAP Intelligent Workstations
- k) Wireless Phase I & II Features and Functions (OID)
- l) NENA-02-010 (updated) Standard Formats & Protocols for ALI Data Exchange, ALI Response & GIS Mapping
- m) Support proposed i2 and i3 industry standards

Vendor Qualifications: Firm must be experienced at providing systems similar in nature and complexity to the project outlined in this request for proposal; and meet the following criteria:

- a) Be a franchised dealer and service facility for the major manufacturer's products furnished under this contract.
- b) Maintain a fully staffed and equipped service facility.

Proposers must provide a minimum of three (3) references, with current contact information, for projects of similar scope and size completed within the last two years.

1.2 Schedule of Events

	<u>Date</u>	<u>Time (CST)</u>
1. RFP mailed to prospective proposers	05-27-2010	
2. Pre-Proposal Conference	06-18-2010	9:00 A.M.
3. Deadline to receive written inquiries		7-10 days after Pre-proposal Conference
4. Deadline to answer written inquiries		14 days after receipt of inquiry
5. Proposal Receipt Date	07-14-2010	
6. Oral discussions with proposers, if applicable		To be scheduled

- | | | |
|----|--------------------------------------|--|
| 7. | Council Selection via resolution | To be scheduled
(approx. 3-4 weeks
after 6.) |
| 8. | Contract Ratification via resolution | To be scheduled
(approx. 3-4 weeks
after 7.) |

NOTE: The Parish of Jefferson reserves the right to deviate from these dates.

1.3 Proposal Submittal

All proposals shall be received by the Jefferson Parish Purchasing Department **no later than date and time shown in the Schedule of Events.**

Important – Clearly mark outside of envelope, box or package with the following information and format:

- Proposal Name: **Provide “Next Generation” Enhanced 9-1-1 IP System.**
- Proposal No. **0211**
- Proposal Receipt Date: **July 14, 2010**

Proposals will be received at:

Jefferson Parish Purchasing Department
200 Derbigny Street, Suite 4400
Gretna, Louisiana 70053

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. Jefferson Parish Purchasing is not responsible for any delays caused by the proposer’s chosen means of proposal delivery.

Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

PROPOSALS SHALL BE OPENED PUBLICLY AND ONLY PROPOSERS SUBMITTING PROPOSALS SHALL BE IDENTIFIED ALOUD. PRICES SHALL NOT BE READ.

1.4 Proposal Response Format

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. Attached RFP: Proposers must thoroughly review and understand the requirements for equipment and services provided in Sections 3, 4, 5 and 6 of the attached documents.
- B. Vendor Response Document: Proposers must complete the verification check list contained in Section 7 of the attached, respond as instructed to each question and provide detailed pricing as described in the pricing pages of Section 7.
- C. Financial Proposal: Proposer's fees and other costs, if any, shall be submitted. This financial proposal shall include any and all costs the Proposer wishes to have considered in the contractual arrangement with the Parish of Jefferson. Financial Proposals are to be submitted in a separate sealed envelope.

1.4.1 Number of Response Copies

Each Proposer shall submit one (1) signed original response along with three (6) additional copies of the proposal. One additional copy must be submitted on CD-R/CD-RW media and formatted in the Word program.

1.4.2 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer(s) response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer(s) ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

1.5 Confidentiality

All documents submitted to the parish are subject to the Louisiana Public Records Act, LSA-R.S. 44:1 *et seq.*, and may be released when a public records request is made by news media, competitors, or other interested parties, in accordance with the law.

If a Proposer deems any document submitted to the parish under this RFP contains confidential business data, trade secrets, proprietary information, or data not otherwise subject to public disclosure, under La. Const. Art I § 5, LSA-R.S. 44:4 or 4.1, or other provisions of law, the Proposer shall clearly mark the documents as "Confidential" prior to delivering or making them available to the Parish.

- (1) If the parish receives a request for the production or disclosure of documents so marked, it will decline disclosure and notify the Proposer of such request;

(2) Provided, however, that if any action is commenced against the parish under the Louisiana Public Records Act, LSA-R.S. 44:1 *et seq.*, or otherwise seeking to compel production or disclosure of the documents, the Proposer or any other person asserting the confidentiality privilege of such documents shall defend, indemnify and hold the parish harmless from any costs, damages, penalties or other consequences of the parish's refusal to disclose or produce such documents. Failure of the Proposer to immediately intervene in such legal action, will authorize the parish to voluntarily provide the information for disclosure under the supervision of the court;

(3) The parish assumes no liability for disclosure or use of any document or portion of this RFP that has not been clearly marked as "confidential", or as otherwise constituting information exempt from the Louisiana Public Records Act, and may use or disclose such unmarked documents as public records.

(4) The Proposer is to mark the cover sheet of the proposal with the following legend, specifying the pages of the proposal which are to be restricted in accordance with the conditions of the legend:

"The data contained in Pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the Parish of Jefferson shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the Parish of Jefferson's right to use or disclose data obtained from any source, including the Proposer, without restrictions."

Further, to protect such data, each page containing such data shall be specifically identified and marked "**CONFIDENTIAL**."

The Proposer shall not mark the entire proposal "confidential" or as information constituting an exception to Louisiana's Public Records Act. If an entire response, submittal or proposal is so marked, the Parish of Jefferson shall not consider the proposal for an award of the contract.

Nothing herein shall prohibit the Parish of Jefferson from making any proposal, including confidential business data, trade secrets, and proprietary information contained therein, available to any other parish agency, person or organization for the sole purpose of assisting the parish in its evaluation of the proposal. The parish shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

1.6 Proposal Clarifications Prior to Submittal

1.6.1 Pre-proposal Conference

A pre-proposal conference will be held at **9:00 A.M. on June 18, 2010, at Jefferson Parish Purchasing Department, General Government Building, 200 Derbigny Street, Suite 4400, Gretna, LA 70053.** Prospective proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should have at least one duly authorized representative attend the Pre-proposal Conference.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the Parish of Jefferson will be stated in writing in response to written questions.

Proposers attending the pre-proposal conference may request and will be provided with an electronic copy of Section 7, Vendor Response for ease in responding to this RFP.

1.6.2 Inquiry Periods

An initial inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the RFP documents and to submit any written questions relative thereto. *Without exception*, all questions MUST be in writing (even if an answer has already been given to an oral question during the Pre-proposal conference) and received by the close of business on the Inquiry Deadline date set forth in the Calendar of Events. Initial inquiries shall not be entertained thereafter.

The Parish of Jefferson shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency and departments. The Parish of Jefferson reasonably expects and requires responsible and interested proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

Further, we realize that additional questions or requests for clarification may generate from the parish's addendum responses to the inquiries received during the initial inquiry period. Therefore, a final 3-day inquiry period shall be granted. Questions relative to the addendum shall be submitted by the close of business three working days from the date the addendum is posted. If necessary, another addendum will be issued to address the final questions received. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum issued as a result of the final inquiry period.

No negotiations, decisions, or actions shall be executed as a result of any oral discussions with any parish employee or parish consultant. The parish shall only consider written and timely communications from proposers.

Inquiries shall be submitted in writing by an authorized representative of the proposer, clearly cross-referenced to the relevant solicitation section. Only those inquiries received by the established deadline shall be considered by the parish. Answers to questions that change or substantially clarify the solicitation shall be issued by addendum and provided to all prospective proposers.

Inquiries concerning this solicitation may be delivered by mail, express courier, e-mail, hand, or fax to:

Jefferson Parish Purchasing Department
200 Derbigny Street, Suite 4400
Gretna, Louisiana 70053
Phone : (504)364-2678 Fax : (504)364-2693

1.7 Required Affidavits

A. All persons or firms who are under contract which was awarded on a non-bid basis with Jefferson Parish or with any of its agencies, divisions or special districts or who submit responses to any request for submittals to contract on a non-bid basis with Jefferson Parish or with any of its agencies, divisions or special districts must identify all subcontractors and persons, excluding full time employees of the firm, who would assist in providing services or materials under the contract or who would share in any fees, commissions or other remuneration under the contract. Each such subcontractor or person shall submit all documents and information required by this section. Substitutions or subsequent addition of subcontractors or other persons to the contract must be ratified by council resolution. The person or firm under contract shall provide to the council detailed justification of the need for any such additional subcontractor or person. With each invoice submitted, the person or firm holding said non-bid contract shall acknowledge that no subcontractors or other persons have been added to the contract without prior council approval by resolution. Failure to comply with this section shall result in penalties imposed upon the person or firm under contract as set forth in section 2-935.1 for professional service providers.

B. In addition, the person or firm contracting or proposing to contract with Jefferson Parish or with any of its agencies, divisions or special districts on a non-bid basis must submit prior to the ratification by the Council of the contract or contract amendment:

(1) An affidavit attesting:

a. That the affiant has not and will not employ any person either directly or indirectly to secure the public contract under which he is to receive payment, other than persons regularly employed by the affiant whose service in

connection with the provision or procuring of insurance under the contract or in securing the public contract are in the regular course of their duties for the affiant; and

b. That no part of the contract price was paid or will be paid to any person for soliciting the contract other than the payment of normal compensation to persons regularly employed by the affiant whose services with the project are in the regular course of their duties for the affiant; and

(2) An affidavit attesting to:

a. Any and all campaign contributions that the affiant has made to elected officials of the parish during the current term; and

b. Any and all debts owed by the affiant to any elected or appointed official of the parish, and any and all debts owed by any elected or appointed official of the parish to the affiant; and attesting:

c. That the affiant has not made any contribution to or in support of elected officials of the parish through or in the name of another person or firm either directly or indirectly.

C. For purposes of this Section, "subcontractors" in contracts with insurance agents of record or for the provision of insurance for Jefferson Parish or for any of its agencies, divisions or special districts, including, but not limited to Jefferson Parish Hospital Service Districts No. 1 and Jefferson Parish Hospital Service District No. 2, shall include any person or firm who would assist in providing insurance under the contract or who would share in the commissions generated by the placement of insurance under the contract, excluding full time employees of the primary firm under contract. Notwithstanding any provision of this Section to the contrary, however, nothing herein shall prohibit an insurance producer of record or agent from using the services of a wholesale broker for the placement of insurance coverage without prior approval of the use of said wholesale broker by the Council, provided that the name of the wholesale broker and the amount of the broker's fee is disclosed on the invoice for the placement of any insurance using the broker's services and that the Risk Management Department provides a copy of said invoice to each member of the Council within five days of the Department's receipt of the invoice.

That any person or firm who is a party to a non-bid contract with Jefferson Parish or with any of its agencies, divisions or special districts as of the effective date of this ordinance and who is not in compliance with the terms of Section 2-923 of the Jefferson Parish Code of Ordinances as enacted by this ordinance shall have thirty days from the effective date of this ordinance to either sever any contractual relationships which would cause the person or firm to be in noncompliance with said section, or to fully comply with the provisions of Section 2-923 by submitting all documentation and disclosures required by that section. The Jefferson Parish Council reserves the right to rescind any contract with any person or firm which does not come into compliance with this ordinance within the specified time; or which, after complying with the documentation and disclosure requirements of this section, is deemed to be in violation of any applicable legal, contractual or ethical requirements or provisions.

1.8 Proposal Guarantee

NOT REQUIRED FOR THIS RFP.

1.9 Performance Bond

The successful proposer shall be required to provide a performance (surety) bond in the amount of the base bid price as quoted on the pricing pages of Section 7 attached to insure the successful performance under the terms and conditions of the contract negotiated between the successful proposer and the Parish. The performance bond shall be subject to forfeiture for failure on the part of the successful proposer to perform its obligations under the contract.

1.10 Changes, Addenda, Withdrawals

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, in a sealed envelope, prior to the proposal opening. Such shall meet all requirements for the proposal. If the proposer chooses to withdraw his proposal response, the withdrawal notice shall be in writing and received prior to proposal opening.

1.11 Cost of Offer Preparation

The Proposer assumes sole responsibility for any and all costs associated with the preparation and reproduction of any offer submitted in response to the RFP and preparation for oral presentations/discussions and other such expenses, and shall not include this cost or any portion thereof in the offered contract price and terms.

1.12 Non-negotiable Contract Terms

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, force majeure, governing law, claims or controversies, and termination based on contingency of appropriation of funds. The standard general terms and conditions used by Jefferson Parish may be found in Resolution No. 113646. A copy may be obtained from the Parish Clerk's Office, 6th Floor, General Government Building, 200 Derbigny Street, Gretna, LA 70053, 364-2626.

1.13 Taxes

Any taxes, if applicable, shall be assumed to be included within the Proposer's cost.

1.14 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the Parish reserves the right to reject a proposal if the Proposer's response is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

1.15 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The Parish of Jefferson shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

1.16 Written or Oral Discussions/Presentations

Written or oral discussions may be conducted with Proposer(s) who submit proposals determined to be reasonably susceptible of being selected for award. Proposals may be accepted without such discussions and awards made on the basis of the initial offers so proposals should be complete and reflect the most favorable terms available from the Proposer(s).

Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract.

Written or oral discussion/presentations for clarification may be conducted to enhance the Parish's understanding of any or all of the proposals submitted. Neither negotiations nor changes to vendor proposals will be allowed during these discussions. Proposals may be accepted without such discussions.

1.17 Acceptance of Proposal Content

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposer(s) to accept these obligations shall result in the rejection of the proposal.

1.18 Contract Negotiations

If for any reason the Proposer whose proposal is most responsive to the Parish's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the Parish may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements. The Parish of Jefferson must approve the final contract form and issue a purchase order, if applicable, or contract, to complete the process.

1.19 Cancellation of RFP or Rejection of Proposals

The Parish of Jefferson reserves the right to reject any or all proposals received in response to this RFP, or to cancel this RFP if it is in the best interest of the Parish to do so.

1.20 Evaluation and Selection

All responses received as a result of this RFP are subject to evaluation by the Parish Evaluation Committee for the purpose of selecting the Proposer with whom the Parish shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination.

Written recommendation for award shall be made to the Jefferson Parish Council for the Proposer(s) whose proposal(s), conforming to the RFP, will be the most advantageous to the Parish of Jefferson, price and other factors considered.

The committee may reject any or all proposals if none are considered in the best interest of the Parish.

1.21 Award

1.21.1 Award shall be made to the Proposer(s) whose proposal, conforming to the RFP, will be the most advantageous to the Parish of Jefferson, considering price and other factors considered.

1.21.2 The award may be made on the basis of the initial offer or as noted in Part 1.15.

1.22 Notice of Intent to Award

The evaluation committee's recommendation for award shall be forwarded to the Jefferson Parish Council for selection.

After the selection of the Jefferson Parish Council the Department will notify all unsuccessful Proposers as to the outcome of the evaluation process.

1.23 Insurance Requirements

Contractor shall furnish the Parish with certificates of insurance affecting coverage(s) required by the RFP (see Paragraph 3.18 in the Attachment). The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the Parish before work commences. The Parish reserves the right to require complete certified copies of all required policies, at any time.

1.24 Subcontractor Insurance

The Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein for the Contractor.

1.25 Indemnification

Notwithstanding the above, the successful proposer shall protect, defend, indemnify, save and hold harmless the Parish of Jefferson, all parish departments, agencies, boards and commissions, its officers, agents, servants and employees, including volunteers, from and against any and all claims, demands, expense and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of the successful proposer, its agents, servants, and employees and any and all costs, expense and/or attorney fees incurred by the successful proposer as a result of any claim, demands, and/or causes of action except those for claims, demands, and/or causes of action arising out of the negligence of the Parish, its agents, and/or employees. The successful proposer agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand or suit at its sole expense and agrees to bear all other costs and expenses related thereto, even if it is groundless, false or fraudulent.

1.26 Fidelity Bond Requirements

NOT REQUIRED FOR THIS RFP

1.27 Payment for Services

The Contractor shall invoice the **Jefferson Parish Emergency Communications District** at the completion of the project. Payments will be made by the **Jefferson Parish Emergency Communications District** approximately thirty (30) days after receipt of a properly executed invoice, and approval by the **Jefferson Parish Emergency Communications District**. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided. Final contract negotiations with the selected vendor may result in setting progress payments to be made approximately 30 days following submittal and approval.

1.28 Termination

1.28.1 The Parish may terminate this contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract; provided that the Parish shall give the Contractor written notice specifying the Contractor's failure. If within ten (10) days after receipt of such notice, the Contractor shall not have either corrected such failure and thereafter proceeded diligently to complete such correction, then the Parish may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana Law to terminate for cause upon the failure of the Parish to comply with the terms and conditions of this contract; provided that the contractor shall give the Parish written notice specifying the Parish's failure.

1.28.2 The Parish may terminate any contract entered into as a result of this RFP at any time by giving thirty (30) days written notice to the Contractor. The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

1.28.3 The continuance of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the Jefferson Parish Council. If the Council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Parish President to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.29 Assignment

Assignment of contract, or any payment under the contract, requires the advanced written approval of the Jefferson Parish Council, by council resolution.

1.30 No Guarantee of Quantities

The Parish of Jefferson does not guaranty that items listed in scope of work will provide a complete system. The Proposer shall provide all materials, labor, and equipment, whether specified or not, to provide a complete working system.

The quantities referenced are estimated. In the event a greater or lesser quantity is needed, the right is reserved by the Parish to increase or decrease the amount, at the unit price stated in the proposal. The Parish of Jefferson does not obligate itself to contract for or accept more than their actual requirements during the period of this agreement, as determined by actual needs and availability of appropriated funds.

1.31 Audit of Records

The monitoring and auditing of the Contractor's records shall be allowed to the Parish of Jefferson Finance Department and any other appropriate Parish entities.

1.32 EEOC and ADA Compliance

The Contracting Party agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistant Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act of 1972, and the Contracting Party agrees to abide by the requirements of the American with Disabilities Act of 1990.

The Contracting Party shall keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect his employees or prospective employees.

Any act of discrimination committed by the Contracting Party, or failure to comply with these statutory obligations, when applicable, shall be grounds for termination of this contract.

1.33 Record Retention

The Contractor shall maintain all records in relation to this contract for a period of at least three (3) years.

1.34 Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the Parish of Jefferson, and shall, upon request, be returned by Contractor to the Parish of Jefferson, at Contractor's expense, at termination or expiration of this contract.

1.35 Content of Contract/Order of Precedence

In the event of a conflict among documents, the order of precedence which shall govern is as follows: 1) the final contract; 2) the Request for Proposal (RFP) and addenda (if any); and 3) the contractor's proposal.

1.36 Contract Changes

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of the Jefferson Parish Council.

Changes to the contract include any change in: compensation; beginning/ending date of the contract; scope of work; and/ or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

1.37 Substitution of Personnel

The Parish intends to include in any contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the Parish for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

1.38 Force Majeure

The Contractor or Parish of Jefferson shall be exempted from performance under the contract for any period that the Contractor or Parish of Jefferson is prevented from performing any services in whole or in part as a result of an act of God, strike, war, civil disturbance, epidemic or court order, provided the Contractor or Parish of Jefferson has

prudently and promptly acted to take any and all corrective steps that the Contractor or Parish of Jefferson can promptly perform. Subject to this provision, such nonperformance shall not be considered cause or grounds for termination for the contract.

1.39 Governing Law

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana and Jefferson Parish Code of Ordinances; purchasing rules and regulations; standard terms and conditions, including specifications listed in this RFP.

1.40 Claims or Controversies

Contractor does, by signing a contract pursuant to this RFP with the Parish, agrees that the contract is made under the laws of the State of Louisiana, and for all purposes shall be interpreted in its entirety in accordance with the laws of said State. The contractor hereby agrees and consents to the jurisdiction of the courts of the State of Louisiana over its person. The parties hereto agree that the sole and exclusive venue for any suit or proceeding brought pursuant to this contract shall be the 24th Judicial District Court for the Parish of Jefferson, State of Louisiana.

PART II SCOPE OF WORK/SERVICES

2.1 Scope of Work/Services

The Scope of Work intended by this RFP is the complete installation of a fully functioning and tested Enhanced 9-1-1 System, which is based on IP technology as described in Attachment "B".

2.2 Period of Agreement

The term of any contract resulting from this solicitation shall begin on (or about) July 30, 2010, and shall terminate on (or about) October 15, 2010, with the exception of any continuing maintenance agreements which result as part of contract negotiations.

2.3 Price Schedule

Proposer shall provide a price schedule for all requested items. Prices submitted shall be firm for the term of the contract. Prices should include delivery of all items F.O.B. destination.

2.4 Deliverables

The deliverables listed in this section are the minimum desired from the successful Proposer. Every Proposer should describe what deliverables will be provided per their proposal, and how the proposed deliverables will be provided.

2.5 Location

The location the service is to be performed is 910 Third Street, Gretna, LA 70053

2.6 Proposal Elements

2.6.1 Financial

The pricing pages at the conclusion of Attachment "B", Vendor Response section must be completed and signed in order to be valid.

2.6.2 Technical

Each proposer must respond to all technical inquiries in the RFP as required in the Vendor Response section.

References to technical manuals or manufacturers specifications without providing complete written answers are not acceptable.

Plans for training must be provided as part of your response.

Provision for customer service, including personnel assigned, toll-free number, and account inquiry, etc. should be explained

Resumes for account manager, designated customer service representative(s) and any other key personnel to be assigned to this project, including those of subcontractors, if any should be included.

References for at least three government agencies for which similar or larger scope services are currently being provided. Include a contact person and telephone number for each reference.

Information demonstrating the Proposer's financial stability (financial statements, annual reports, or similar data for the last three years).

Information demonstrating the Proposer's understanding of the nature and scope of this project.

Any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the Parish to consider.

PART III EVALUATION

The following criteria will be evaluated when reviewing the proposals: The proposal will be evaluated in light of the material and the substantiating evidence presented to the Parish of Jefferson, not on the basis of what may be inferred.

3.1 Financial Proposal (Maximum of forty (40) Points)

The following financial criteria will be evaluated:

- 3.1.1 Total Basic System Cost as presented in Attachment "B".
- 3.1.2 Costs for Optional Equipment and Services.
- 3.1.3 Cost for long term maintenance
- 3.1.4 Additional costs quoted by the proposer for items such as training

Prices proposed by the Proposers should be submitted on the price schedule furnished in Attachment "B" Prices proposed shall be firm and remain valid for a period of 90 days following opening of proposals.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost. (Alternate, if applicable: ...will be used in the Financial Evaluation Model to calculate lowest evaluated cost.)

The proposer must include an itemized listing of all expenses or fees, if applicable, (including travel) that are expected to be paid by the Parish. Travel and other allowable expenses shall be reimbursed in accordance with the Parish's General Travel Regulations, within the limits established for Employees as defined by the Parish. All out of state travel will be subject to prior approval by the Department Director or his/her designee.

3.2 Technical Proposal (Maximum of 60 Points)

The following criteria are of importance and relevance to the evaluation of this RFP. Such factors, listed in order of importance, may include but are not limited to:

Weighting Points

1. QUALIFICATIONS AND EXPERIENCE (30)

- A. Specific Experience – similar or larger scope of services currently being provided (10)_____
- B. Personnel- experience of management staff, experience in similar projects, etc. (5)_____
- C. Financial Profile of Company (5)_____
- D. Services Capabilities – amount of available full-time, part-time or temporary employees, etc. (10)_____

2. TECHNICAL APPROACH (30)

- A. Scope of Services (10)_____
- B. Product Quality (10)_____
- C. Project Schedule (10)_____

TOTAL (Financial & Technical) Maximum of (100) Points _____

PART IV. PERFORMANCE STANDARDS

4.1 Performance Requirements

An initial Acceptance Test Plan (ATP) will be required prior to execution of contract. The ATP will be refined prior to system cutover based upon the final selection of equipment and software to be implemented. The system will be tested based on the Final ATP and must pass all tests prior to initial acceptance.

4.2 Performance Measurement/Evaluation

The installed system must perform without a major case of trouble for thirty (30) consecutive days as described in the acceptance form provided at the conclusion of Section 3.0 in Attachment “B” before final payment will be made by the Parish.

ATTACHMENT "A"

INSURANCE REQUIREMENTS

All insurance requirements shall conform to Jefferson Parish Resolution No. 113646 dated 12/09/2009.

The proposer shall not commence work under this contract until it has obtained all insurance and complied with the insurance requirements of the specifications and Resolution No. 113646.

WORKER'S COMPENSATION INSURANCE

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be \$1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.

COMMERCIAL GENERAL LIABILITY

Shall provide limits not less than the following: \$1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

COMPREHENSIVE AUTOMOBILE LIABILITY

Bodily injury liability \$1,000,000.00 each person; \$1,000,000.00 each occurrence. Property Damage Liability \$1,000,000.00 each occurrence.

DEDUCTIBLES

No insurance required shall include a deductible greater than \$10,000.00. The cost of the deductible is borne by the contractor.

UMBRELLA LIABILITY COVERAGE

An umbrella policy or excess may be used to meet minimum requirements.

CONSTRUCTION AND RENOVATION PROJECTS REQUIRE THE FOLLOWING:

OWNER'S PROTECTIVE LIABILITY — Not Applicable for this project

To be for the same limits of liability for bodily injury and property damage liability established for commercial general liability.

BUILDER'S RISK INSURANCE — Not Applicable for this project

The contractor shall maintain Builder's Risk Insurance at his own expense to insure both the owner (Parish of Jefferson) and contractor as their interest may appear.

ATTACHMENT "B"

System Requirements and Vendor Response Document

The following pages contain descriptions of system requirements and sizing, along with questions regarding proposed hardware and software.

The "Vendor Response Section" must be answered completely, including the check list, and returned as part of your proposal. Failure to completely respond to this section may disqualify your proposal.

**Section
1****Introduction****1.1 Background Information**

THE FOLLOWING INFORMATION IS ALSO INCLUDED IN THE PARISH RFP, PARAGRAPH 1.1

The Jefferson Parish Emergency Communication District (JPECD) is constructing the new Emergency Operations and Communication Center (EOCC) at 910 Third Street, in Gretna, Louisiana. The new center will handle 9-1-1 calls for the Parish, three municipalities, and twelve unincorporated towns. The center will support dispatch of the Parish Sheriff's Office, the Parish Fire Districts and the Hospital District Ambulance (EMS) Services. The facility will also house the Administrative Offices of the District and those of the Parish Office of Emergency Management, along with the EOC. This Request for Proposal (RFP) requests a "Next Generation" capable IP based Enhanced 9-1-1 system to support these operations.

The administrative telephone services throughout the Parish are Centrex Service provided by AT&T. The individual Centrex numbers are Analog lines terminating in a variety of Parish owned telephone systems in various Parish office buildings. Some of these Analog lines will terminate in the proposed 9-1-1 system for use by the Sheriff's Office, Fire District and EMS Dispatchers.

The Parish 9-1-1 call take and dispatch functions are currently being provided from an existing center in the unincorporated town of Marrero. The Parish EOC is located in a building adjacent to the current dispatch center. Following cutover to the new dispatch center, the existing ECC facility and its associated equipment (radio dispatch consoles, CAD system and Positron LifeLine 100) will remain in place to become a backup 9-1-1 call take and dispatch center.

JPECD will also be installing a new Tiburon Computer Aided Dispatch (CAD) system in the new dispatch center. The existing CAD system currently serves the Sheriff's Office, Fire Districts, the Hospital EMS, the City of Gretna Police and Fire Departments and the City of Kenner Fire Department. Kenner currently operates a separate Police CAD system. The new CAD system will replace the existing CAD in all locations and be expanded to include the Kenner Police Department. It is currently anticipated that the common, shared CAD system will be designed with CAD Servers in each of the three locations; JPECC, Kenner & Gretna.

This Request for Proposals (RFP) is intended to fully describe the JPECD requirements for a state-of-the-art "Next Generation" PC Workstation based Enhanced 9-1-1 system. This RFP includes a conceptual layout for both the dispatch center and proposed equipment room space in the new communications center. The proposed 9-1-1 system central equipment will be installed in the Equipment Gallery adjacent to and on the same raised floor as the Dispatch Center, in the Room labeled "PBX Room". The conceptual

dispatch center floor plan at the conclusion of this section indicates a future growth capacity of 16 Call Take positions although only 12 will be installed initially. The plan also shows the under floor cable tray system. For purposes of estimating LAN cable lengths, the Dispatch Center room is 80' long X 60' wide.

While the new system must incorporate the ability to accept and display ALI data received from both landline callers and all local carriers on Wireless 9-1-1 calls, the actual mapping of caller location (Phase I & II) will be accomplished within the JPECD's new Tiburon Computer Aided Dispatch (CAD) system.

It is assumed that, by providing a response to this Request for Proposal (RFP), you are accepting the responsibility to work closely with JPECD personnel to develop detailed installation and cutover plans for the new system. Additional information on installation issues, plans for testing of the new system and other pertinent data will be covered during the pre-proposal conference described in Section 2.0 following.

The RFP Section 4.0 details the requirements for the Basic System. You should carefully review the requirements contained in Section 4.0. Your proposed system must be capable of meeting those basic requirements for it to be considered compliant with the RFP.

1.2 Project Goals

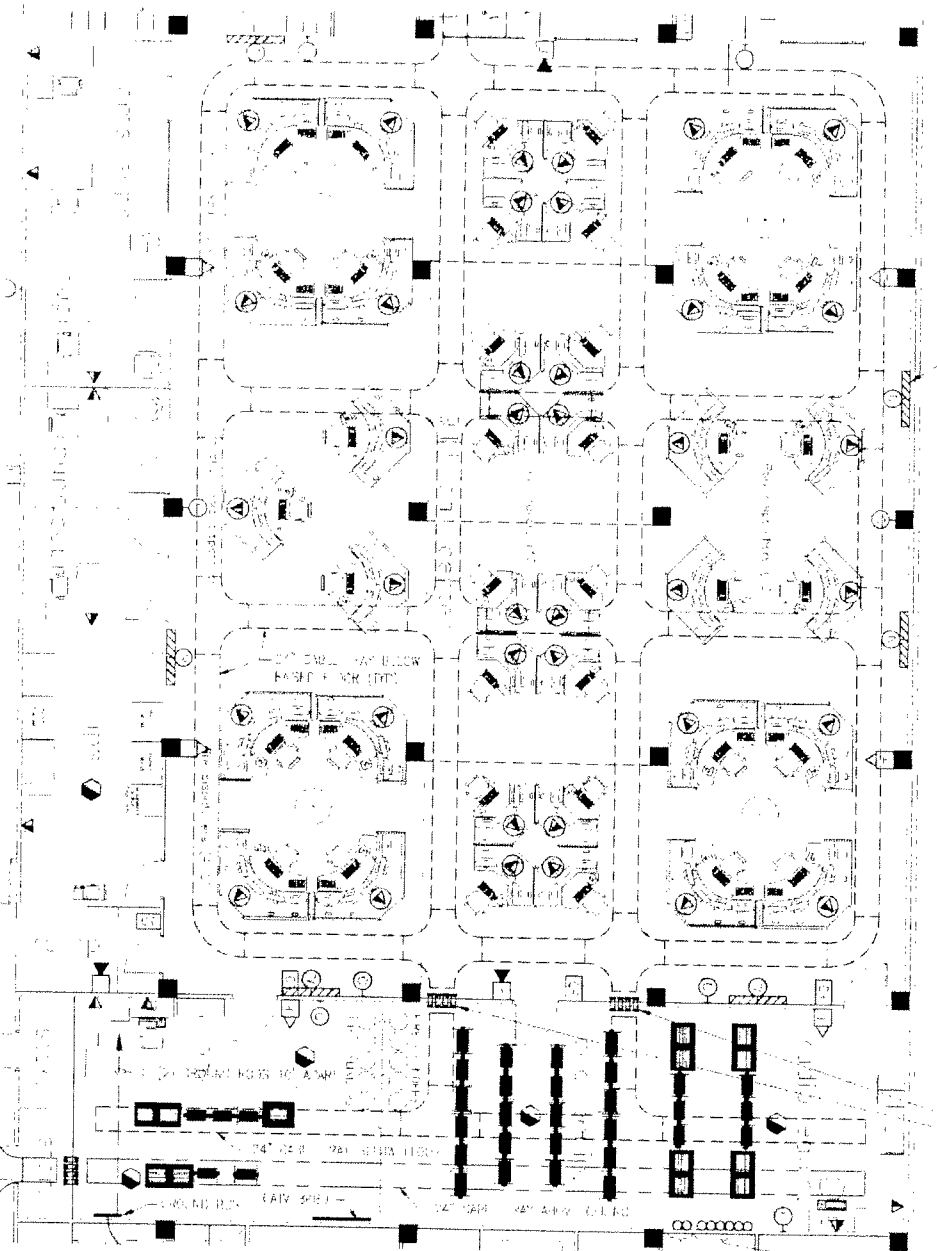
The Jefferson Parish Emergency Communication District wishes to acquire a modern "Next Generation" Enhanced 9-1-1 system that is software driven, thereby allowing for future enhancements without physical change-out of hardware. While the currently planned number of positions in the center may not be increased in the near term, probable future "Next Generation" changes in 9-1-1 network services and to Wireless Enhanced 9-1-1 plus VoIP operations must be accommodated within the installed structure of the new system

The JPECD desires a complete, turn-key system installation, provided by a vendor who can support all components of the system with prompt, local maintenance and repair capabilities. The selected provider must also be prepared to work closely with all involved JPECD personnel, including the Parish Information Technology Specialists who are currently responsible for the new CAD system to help insure an appropriate CAD interface to the new system they will be installing.

The remainder of this document contains instructions on how to prepare your proposal, when and where to send it, and the pre-proposal conference (Section 2.0). In addition, it contains Installation Requirements, Insurance Requirements and Acceptance Testing (Section 3.0); the Basic System Requirements for hardware, software and system sizing of the 9-1-1 system (Section 4.0); Cost of Components and Ancillary Services (Section 5.0); Maintenance Requirements (Section 6.0); and the Vendor Response Form (Section 7.0).

In order for your proposal to be considered, your response **MUST** include the completed Section 7.0, signed in the required spaces.

Architects rendering of Dispatch Floor (3rd Floor) in the new JPECC. The Room labeled “PBX Room” is the planned location for the 9-1-1 system racks/cabinets. Cable tray system is indicated by dotted lines.



Section

2

Response Procedures

SEE PART 1 OF THE PRECEDING PARISH RFP FOR ALL INSTRUCTIONS AND TIMING OF THE RESPONSE.

Section 3 Installation Requirements

3.1 Work to be Performed

The work to be performed shall include the furnishing of all labor, materials, equipment, drawings, engineering and services necessary, or reasonably incidental to, the installation of a complete "Next Generation" E9-1-1 ANI/ALI system, including all permits, insurance and bonds.

No changes shall be made, nor will bills for changes, alterations, modifications, deviations, and extra orders be recognized or paid for except upon the advance written order from the Project Manager of the Jefferson Parish Emergency Communication District 9-1-1 System.

3.2 Workmanship and Materials

All workmanship and materials shall comply with all federal, state and local laws, municipal ordinances, regulations, codes and directives from properly appointed authorities having jurisdiction. The Vendor shall obtain and pay for all permits and licenses required for the performance of the work, and shall post all notices required by law and comply with all laws, ordinances and regulations bearing on the conduct of the work. On any work upon which an inspection certificate by local authorities or other governing body is required, such inspection certificates shall be obtained and paid for by the Vendor. The Vendor shall procure all required certificates of acceptance or completion issued by local authorities or other authorities with jurisdiction, and deliver these to the Parish, which may withhold payments due or which may become due until the necessary certificates are procured and delivered.

3.3 Fastening & Supports

All equipment installed shall be firmly held in place by fastening and/or supports, including racks, which are adequate to support their loads with an ample (at least 100%) safety factor. Free-standing 19" Equipment Racks shall be securely fastened to the concrete sub floor beneath the access flooring system upon which they sit. Bolting the rack only to the metal access floor panels is not acceptable.

3.4 System Wiring

Care shall be exercised in wiring to avoid damage to the wiring and equipment. All wiring and connectors shall be installed in strict adherence to standard communication installation practices and all applicable federal, state, and local codes, and shall be suitable for interface with existing conduit, track, raceways, etc. All communication

cables placed under raised access floors shall be plenum rated. At least one spare CAT6 cable shall be run to each position for future use.

3.5 Cable Marking

All cables, regardless of length, shall be marked and/or numbered at both ends. Marking codes shall correspond to recognized standards and specifications. All cabling shall be neatly laced, dressed and adequately supported.

3.6 Cable Splices

No splices will be allowed in system wiring other than at approved designated cross-connect locations, and with approved devices or connectors.

3.7 Protection, Capacity and Grounding

Distribution terminals, Servers acting as ANI/ALI controllers, Gateways, power supplies, etc., shall be installed in protected areas in the designated equipment room. Sufficient wiring terminals shall be installed to provide service for all locations and with sufficient capability (25%) for future line and/or position expansion. All racks and cabinets in the equipment room shall be grounded to the common building ground through ground busses provided by others. Grounding methods shall be in accordance with Motorola R 56 Grounding Standards, in particular, Chapter 7.0, Sections 7.4 & 7.5 and the other referenced applicable sections.

3.8 Protection of Customer Premise

The Vendor shall take the necessary precautions to protect the building and facilities. The Vendor shall be responsible for any damage to floors, walls, doors, existing wire and cable connections, etc., caused by the Vendor's personnel or equipment during the delivery and installation process. Repairs of any kind will be made and charged to the Vendor. Throughout the progress of the work, the Vendor shall keep the working area free from debris of all types, and remove from the premises all rubbish resulting from any work performed by it. Vendor will be allowed to utilize on-premise Parish trash containers, as directed by the Parish Project Manager. At the conclusion of its work, the Vendor shall leave the premises in a clean, safe and finished condition.

3.9 Minimization of Service Disruptions

The Vendor shall take the necessary steps to minimize any disruption, which may result from its work. The Vendor should also be prepared to stop work immediately at the request of the Project Manager should any emergency arise and this action shall have no effect on project scheduling. Such disruptions are not anticipated at this time and any request for work stoppage, if invoked, is not anticipated to be lengthy.

3.10 Provision of Materials and Handling

Unless otherwise stipulated, the Vendor shall provide and pay for all materials, labor, tools, equipment, transportation, insurance, and other facilities necessary for the performance and completion of the work. Prior to delivery, Vendor shall verify conditions within the facility, e.g. Dispatch Center and Equipment Room, such as door openings, passages, and actual equipment space. Any hoisting or other special handling required for the delivery and installation of the Vendor's equipment in its final location in the facility shall be arranged for and paid for by the Vendor. Vendor employee parking at the site is extremely limited and employees may be required to leave their vehicles in remote parking lots and walk to the construction site after unloading equipment and tools.

3.11 Site Inspections

The work site shall be available for inspection at any time by the Parish Project Manager and/or RCC. All materials and work not in conformity with the contracted specifications shall be subject to rejection. Rejected work and/or materials shall be promptly replaced to comply with the contracted specifications. The Project Manager appointed by the Parish shall have the authority to reject materials and work, and to order work stoppages if in this individual's judgment the work or materials are not in accordance with the contracted specifications. Such stoppage shall not in any way invalidate any terms of the contract, and no extra charge will be allowed the Vendor by reason of such stoppage.

3.12 Project Manager

The Vendor shall appoint a competent Project Manager to act as its representative and single point of contact, and to supervise its employees and subcontractors in the delivery and installation of the E9-1-1 system, and proposed associated equipment. This individual must be on-site at all times during the installation and cutover and shall be replaced within 48 hours if so designated by the Parish for good and valid reasons.

3.13 Subcontractor Relationships

The names and addresses of all proposed subcontractors shall be furnished in writing to the Parish. Final selection of subcontractors must be approved by the Parish. If the Parish judges any subcontractor to be failing to perform the work in strict accordance with the drawings and specifications, the vendor, after due notice from the Parish, shall discharge the same, but this shall in no way release the vendor from his obligations and responsibility under the contract. Every subcontractor shall be bound by the terms and provisions of the contract documents as far as applicable to his work. Nothing contained herein shall create a relationship between any subcontractor and the Parish. Vendor shall be fully responsible to the Parish for the acts and omissions of his subcontractor.

The Vendor specifically warrants and agrees that Vendor will be solely and exclusively responsible for compensating any of Vendor's employees, subcontractors, materialmen and/or suppliers of any type or nature whatsoever and that no claims or liens of any type

will be filed against any property owned by the Parish arising out of or incidental to the performance of any services performed pursuant to this contract.

3.14 Independent Contractor

It is specifically understood and agreed by and between the parties hereto that in all installation activities or services performed hereunder, the Vendor is an independent Contractor and not an agent or employee of the Parish. Vendor shall have the sole obligation to employ, direct, control, supervise, manage, discharge and compensate all of its employees and subcontractors, and the Parish shall have no control of or supervision over the employees of the Vendor or any of Vendor's subcontractors. In this regard, the Vendor shall have the sole obligation to secure any and all permits and/or licenses imposed by law, pay any and all charges or fees and give all notices necessary to and incidental to the lawful prosecution of the work hereunder. The Vendor shall not and shall have no authority whatsoever to obligate the Parish to make any payments to another party nor make any promises or representation of any nature on behalf of the Parish, without the specific written approval of the Parish. The Vendor and its subcontractors further agree that as to any work performed hereunder, Vendor has the sole obligation to provide and install any and all barricades, warning signs, flashers or other equipment or safety devices of any type or nature that may be required to protect or warn any individual of potential hazards created by the performance of the work set forth herein.

3.15 Royalties & License Fees

The vendor shall pay all royalties and license fees. The vendor hereby covenants and agrees to hold the Parish harmless and indemnify the Parish from the payment of any royalties, damages, losses or expenses including attorney's fees for suits, claims or otherwise, growing out of infringement or alleged infringement of patents, materials and methods used in the fabrication of this equipment, to include operation of this equipment for a period of five years.

3.16 Provision of Insurance

Certificates of public liability, casualty, and workmen's compensation insurance shall be filed with the Parish and will be subject to the Parish's approval both as to amount and adequacy of protection. The Parish shall be notified within thirty (30) days prior to cancellation of any insurance policy. Vendor shall make all payments in accordance with unemployment, old age, and other insurance and social security provisions of the federal, state, and municipal governments and all other governing bodies, pursuant to laws made and provided for that purpose, whether enacted at the time of or prior to the execution of the contract or during the progress of the work hereunder, and shall assume all liability for the compliance with the requirements thereof. Vendor shall assume all liability for injuries to or loss of Parish property, or the property of any other contractor which may be employed by the Parish in said premises, or to any adjoining property or the property of any third person or subcontractor and by the employees of each of them, and shall, at his own expense, indemnify the Parish for and make good any such damage, loss or theft. The liability of the vendor under this covenant is absolute and is not dependent upon any question of negligence of his subcontractors, or

their employees, and failure of the Parish to direct the bidder to take any particular precaution or refrain from doing any particular act.

3.17 Indemnification

In consideration of the benefits received herein, Vendor specifically agrees to fully and completely indemnify, defend at its expense and hold harmless Jefferson Parish, Louisiana their officers, directors, employees, agents, contractors, successors and/or assigns from and against any and all claims, liabilities, costs, causes of action, losses, judgments, or damages for personal injuries, property damage or death, whether caused or allegedly caused directly or indirectly by any acts, omissions, or negligence of Vendor, subcontractors, or the Parish or any of the Parish's officials, agents, employees, and/or contractors in any way arising out of or incidental to the performance of any work or activities pursuant to this agreement. Nothing herein shall create an obligation of Vendor to indemnify and hold harmless the Parish from any claim, loss, or liability resulting from the sole negligence of the Parish.

In the event and to the extent that the claim is made by an employee of Vendor or any subcontractor against the Parish or any of the Parish's officials, employees, agents or contractors, the intent of the preceding paragraph is that Vendor shall, and hereby agrees to defend and indemnify the Parish, their officials, employees and agents to the same extent as if the claim was made by a non-employee of the Vendor.

3.18 Liability and Casualty Insurance

The vendor shall, at his own expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect himself and the Parish against damages for personal injury including death, which may arise from operations under this contract, whether such operations are by himself or by his subcontractor, or anyone directly or indirectly employed. The vendor shall, at his own expense, procure and maintain adequate workman's compensation insurance in any amount satisfactory to the client and sufficient to protect all parties for any claims under the Workman's Compensation Law.

Vendor agrees, prior to the commencement of any work hereunder, to furnish evidence of insurance from insurers acceptable to the Parish in the form of certificates of insurance.

SEE ATTACHMENT "A" FOR MINIMUM INSURANCE REQUIREMENTS

3.19 Parish Provided Facilities

Under normal conditions, the Parish shall furnish and provide: (a) any power and light required to facilitate the installation of equipment; (b) reasonable openings and storage space to permit scheduled delivery of equipment; (c) adequate foundation below bases and floors to maintain the weight of the equipment; and (d) air conditioning as specified to meet manufacturer's temperature and humidity requirements for the equipment.

3.20 Parish Insured Status

The Parish will maintain its self insured status to insure the building or other work included in this contract against loss or damage by fire and against loss and damage covered by the standard extended coverage insurance endorsement. The amount of the insurance shall be at all times at least equal to the amount paid on account of work or materials, plus the value of work or materials furnished or delivered to, but not yet paid for by the Parish.

3.21 Performance Bond

The Parish will require the vendor to furnish a bond covering the faithful performance of the contract and the payment of all obligations arising there under, in such form as the Parish may prescribe and with sureties as the Parish may approve. The cost of a payment and performance bond in the full amount of the contract shall be provided with your proposed price. It is understood that the proposal price shall be based on the proposed basic system price and may be later modified during contract negotiations based upon equipment and/or service additions and deletions. **See Section 7 for response to this request.**

3.22 Prompt Delivery and Installation

Upon award of contract, vendor shall be prepared to order, deliver and install all equipment in a prompt and workmanlike manner with delivery and cutover dates to be established during contract negotiations.

3.23 Acceptance Testing Procedures

The successful vendor shall be required to provide a detailed, written Acceptance Testing Plan (ATP) for approval by the Parish or its agent as a part of the final contract negotiations. This procedure shall provide for performance testing of the hardware and software to conform to the published specifications, the operational description contained herein, and all expressions of operational capability provided by the Offeror. Tests of the system under traffic loads generated via test calls and during a power failure will be required. The bidder must describe, perform and supply all necessary diagnostic routines and demonstrate that all hardware and software meet the published specifications, the intent of the herein described system and Offerors claims of operational functionality.

The Vendor will have a representative locally and readily available to the PSAP for the duration of acceptance testing prior to system cutover. A final acceptance testing period of thirty (30) days following cutover will be required before final acceptance of the system will be considered. "Final System Acceptance" will be accomplished utilizing the procedure defined within the acceptance form at the conclusion of this section, and will become an addendum to the final contract for the system.

3.24 Parish's Agent

RCC has been retained by the Parish to act as its agent during system installation, cutover, and testing. Time involved for these processes will be mutually agreed upon at the time of contract negotiations and will be the financial responsibility of the Parish. Should the agreed upon installation interval become extended by the Vendor through no fault of RCC or the Parish, thereby causing additional time to be expended by RCC to complete their assigned duties, such time will be billed directly to the Vendor. Charges will be based on the then current hourly rates paid by the Parish and Vendor will be responsible to pay such charges prior to Final System Acceptance and payment.

FINAL SYSTEM ACCEPTANCE FORM

ATTACHMENT No. 1 to contract between The Jefferson Parish Emergency Communication District, hereinafter called the Parish and _____ hereafter called _____.

Completion of this document will provide acceptance of the _____ 9-1-1 communications system described in this contract. The acceptance period will begin on the day following "successful system cutover", with Parish concurrence, to the Enhanced 9-1-1 telephone network. The term "successful system cutover" indicates a condition wherein all contracted system components and software have been installed, tested, and are working in accordance with system specifications allowing completion of all incoming, outgoing, and intercom calls and operation of all system features. The system will be accepted by the Parish immediately following thirty (30) consecutive days of operation without a major case of trouble.

A major case of trouble, for purposes of this document, shall be defined as any problem causing a reduction of 10 percent (10%) or more of incoming, outgoing or intercom traffic in the system or the non-functioning of 9-1-1 call handling software features. The only allowable exception to this condition will be a problem creating loss of calls from the local serving public utility, providing, proof of such loss of calling capability can be provided by _____ to the satisfaction of the Parish or its designated representative. Acceptance of such proof shall not be unduly withheld.

Following restoration of service from a major case of trouble, the thirty (30) day acceptance period shall begin again at day one (1) and these terms shall remain constant until the thirty (30) day acceptance period is satisfactorily completed. System must be failure free prior to final acceptance.

The day following completion of the trial period and acceptance, by the Parish of the _____ communications system shall be the anniversary date for all future maintenance contracts between the Parish and _____. This date shall also be used to govern such other agreements regarding first year warranty, maintenance, on-site spare parts, and other first year guarantees made by _____ to the Parish, whether part of this contract or described in any other agreements between _____ and the Parish.

This form must be authorized and accepted by the designated representative of the Parish in order to become valid and binding upon both parties to this contract.

Accepted by: _____

Title: _____

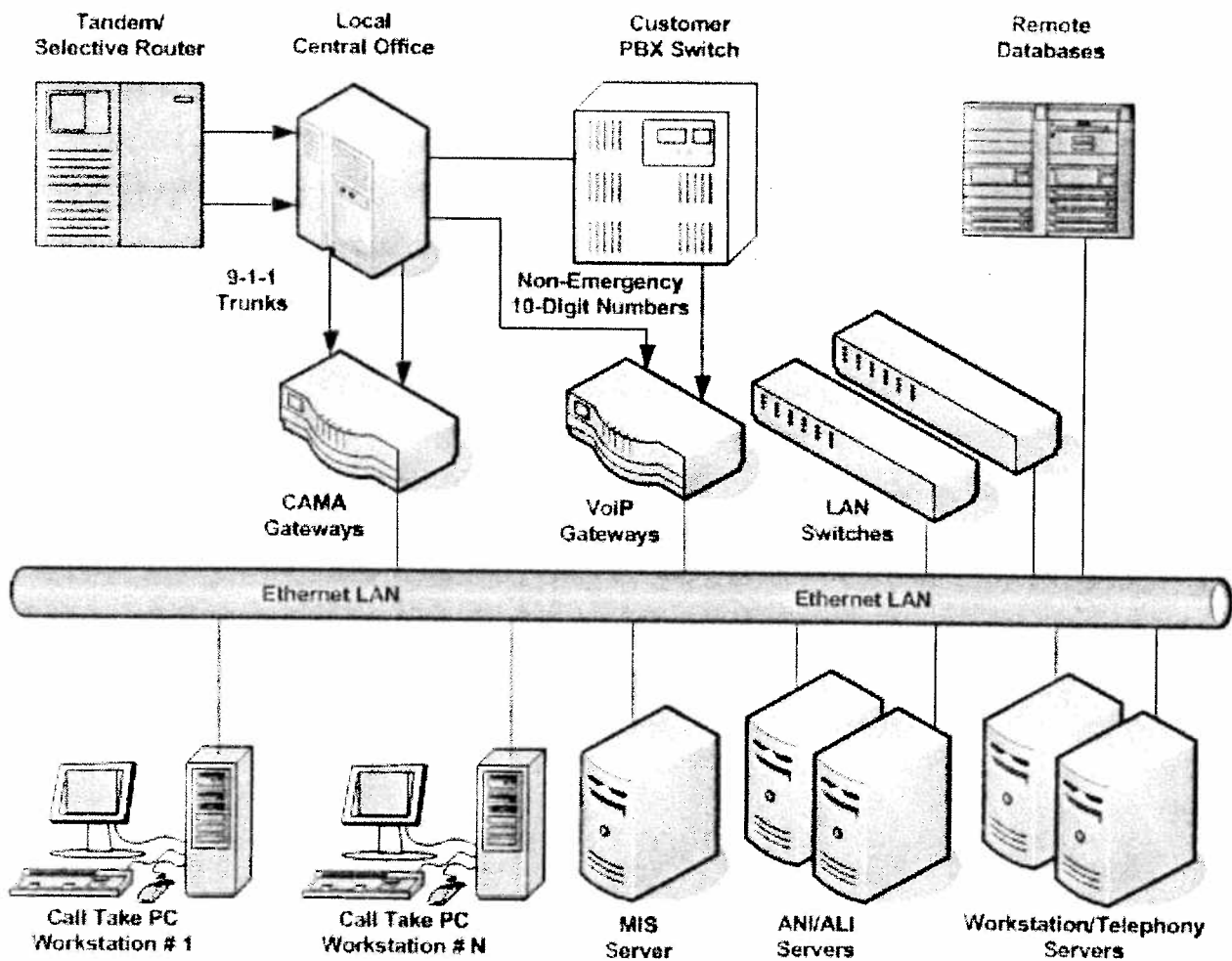
Date: _____

Section 4

System Design

The following describes the basic requirements for services and equipment to be provided in response to this Request for Proposal. Section 4.6 provides position and line sizing for the system.

While it is recognized that a variety of 9-1-1 System equipment architectures are available in the marketplace, it is not possible within the context of this RFP to define each alternative system architecture, while attempting to require the necessary services, features, functions and associated hardware. Therefore, the following requirements treat each major system component and/or major function as an individual item. Some of the items and associated functionality may, in fact, be contained within other major components in the system you are proposing. This is acceptable so long as the required capabilities exist within your proposed system. For purposes of clarification, the following drawing has been included to identify the major system components, their typical accepted industry names, and their relationship to each other.



The drawing on the previous page is not intended to depict any particular CPE product. It attempts to show the typical configuration of a VoIP, server based "Next Generation" capable Enhanced 9-1-1 system. This system would be able to support proposed i3 industry standards for native VoIP 9-1-1 calls, where such service is available. The Ethernet LAN Switches must be capable of supporting QoS for guaranteed voice quality.

4.1 FCC Rules, NENA Standards & Service History

All equipment must comply with any and all Federal Communications Commission Rules and Regulations, including Part 68. The proposed system must conform to the following NENA Standards and Recommendations:

- Generic Standards for E9-1-1 PSAP Equipment (Issue 2)
- NENA PSAP Master Clock Standard
- Generic Standards for E9-1-1 PSAP Intelligent Workstations
- Wireless Phase I & II Features and Functions (OID)
- NENA-02-010 (updated) Standard Formats & Protocols for ALI Data Exchange, ALI Response & GIS Mapping
- Support proposed i2 and i3 industry standards

Proposed equipment must have been in service, providing Enhanced 9-1-1 services to a Public Safety jurisdiction, in the United States, for at least six (6) months. A listing of verifiable customer installations will be requested in Section 7.0 in the RFP.

Overall design of the ANI/ALI system/servers and associated telephone component/server shall be fault tolerant. The Customer Premise Equipment (CPE) shall be designed in such a manner that one single point of failure does not disable overall operation of the system. In Section 7.0, provide name and address of Equipment Manufacturer(s).

4.2 Automatic Number Identification (ANI) Controller/Server & Associated 9-1-1 Network System Switching Components

- 4.2.1 Equipment shall be capable of allowing direct trunking to/from Class 5 Tandem offices with ANI and Selective Routing
- 4.2.2 Equipment shall be capable of reverse loop battery supervision on CAMA or TSPS type central office trunks and accept Enhanced 9-1-1 Tandem trunking.
- 4.2.3 Equipment must support standard Enhanced 9-1-1 Fixed and Manual call transfer and Tandem Office speed dial and conference capabilities.
- 4.2.4 Equipment shall be capable of interfacing any proprietary telephone sets, which you may propose as part of your system.
- 4.2.5 Equipment must be capable of identifying to the ALI controller/server, the caller's telephone number as transmitted by the Tandem Control office, the Enhanced

9-1-1 trunk number over which the call arrived, and the Call Taker position that answered the call.

- 4.2.6 Equipment must be capable of displaying 9-1-1 caller's telephone number to Call Taker immediately following answer by the Controller of the incoming call from the Tandem Office, even if the call is abandoned prior to Call Taker answering the call.
- 4.2.7 Equipment must be capable of storing, for retrieval by Call Taker, the 9-1-1 caller's telephone number in the event caller hangs up before or after answer by Call Taker.
- 4.2.8 Equipment should have the ability for "one-button" activation by the Call Taker to dial a call back to the 9-1-1 caller's telephone number (Landline or Wireless) without the Call Taker dialing the entire telephone number sequence (including, if required by system design, dialing "9" for outside dial tone).
- 4.2.9 The system must be equipped to provide Reverse ALI Lookup through transmission of telephone number through the ALI Controller/Server to the ALI Database in order to retrieve information related to the telephone number. System should include an indication that the operator is requesting a Reverse ALI Lookup.
- 4.2.10 Equipment must have or be capable of interface to Vendor provided alarms, which will advise of failures in the equipment, both to the Vendor and Supervisor positions. Alarm indications that only appear in the equipment room are not acceptable.

4.3 Automatic Location Identification (ALI) Controller/Server

- 4.3.1 Equipment must interface and accept calling number, trunk number, and answering position number information from the ANI Controller/Server.
- 4.3.2 Equipment must be capable of storing, for retrieval by Call Taker, the 9-1-1 caller's ALI Data (telephone number, name & address and/or cell tower location) in the event caller hangs up before or after answer by the Call Taker.
- 4.3.3 Equipment must interface with the Telephone Company Automatic Location Information (ALI) computers with at least two (2) digital output interfaces for the transmission and receipt of ALI data.
- 4.3.4 Equipment must be capable of retrieving, storing, and displaying the entire ALI data stream from the Telephone Company and/or Wireless Carrier's ALI database. Display must be capable of conforming to NENA Database Standard Practice 03-001 and display NENA 02-010 Version 4 information provided by Service Providers and Database Management System Providers.
- 4.3.5 Controller must have a Computer Aided Dispatch (CAD) data output port, which transmits the AT&T Enhanced 9-1-1 standard communications protocol. Programming modifications must be available and performed at no charge during

installation, if changes to data stream format are required to provide appropriate information to the Tiburon CAD System.

- 4.3.6 Equipment must be capable of "Repeat ALI" function via a single push-button (mouse click) operation, which will cause the system to re-display and/or re-retrieve ALI data on the current call and display the data on the ALI display screen of the Call Taker requesting "Repeat ALI". The "Repeat ALI" function shall not time out and shall allow the Call Taker to request "Repeat ALI" on Wireless 9-1-1 calls as frequently and over any period of time as required to handle the call.
- 4.3.7 Equipment must provide output to drive ANI/ALI printer(s). The interface must drive a paper printer(s) in a continuous format, real time mode with operator intervention. Printer device(s) are to be provided as part of this bid. Printer(s) must be alarmed to sound an audible warning if it/they should fail in any manner (including paper jam and out-of-paper), which would result in an off-line condition. The Parish shall select the printer location within the communication center.
- 4.3.8 ANI/ALI Printer(s) must provide a call detail report which, at a minimum, indicates:
- ◆ Incoming Trunk Number
 - ◆ Position Number that received the call
 - ◆ Date
 - ◆ Time the call was received by the system
 - ◆ Time the call was answered
 - ◆ Time the call was transferred, if applicable to call
 - ◆ Time the call was terminated
 - ◆ Caller's telephone number (ANI) – Wire line or Wireless
 - ◆ Caller's location information (ALI) – Wire line or Wireless

Printer shall be a quiet device and while in operation shall not emit excessive noise, which disrupts the work environment of the PSAP. If multiple printers are required, Vendor will provide a customer acceptable rack mounting to house printers. As an alternate to this requirement, Section 5.0 requests pricing for a PC device that will store this same data on a hard drive, with software to allow sorting for calls by date, time and telephone/wireless number.

- 4.3.9 Equipment must provide output to an LCD Flat Screen display located at each Call Taker Position. Screen display must contain a replication of the exact information retrieved from the Telephone Company ALI database.
- 4.3.10 Equipment must have an interface to Vendor provided alarms (Minor & Major) which will advise all PC Workstations through both visual and audible notification of an alarm incident. Equipment shall be capable of dialing a remote Vendor Technical Support Center to advise the Center of the alarm mode and shall be capable of out-dialing to a local pager or cell phone (via Parish provided telephone line) to advise Parish Personnel of a system alarm. Once the audible alarm is silenced in the Dispatch Center, the visual alarm will remain in place until a technician has cleared the problem, either remotely or on-premise.

4.4 Call Taker Workstations

- 4.4.1 Call Taker Workstations must be a PC based device with a minimum seventeen-inch (17") LCD flat screen color monitor. Options for providing a larger LCD Flat Screen Display will be requested in Section 7.0.
- 4.4.2 Proposed operating system must be Windows XP Professional to provide Graphical User Interface (GUI) displays of functions such as Trunk Answer, ANI, ALI, TDD, and Call Answer and Transfer functions. System must have the capability to accept and display data received on Wireless calls in accordance with provisions of Phase I, and Phase II of FCC Docket 94-102, as modified and amended, irrespective of the Wireless provider's database.
- 4.4.3 Workstation must have sufficient hard drive storage to operate your proposed system with one hundred percent (100%) excess capacity for future growth of applications. Minimum size hard drive acceptable - 160.0 GB
- 4.4.4 Workstation must have sufficient Random Access Memory (RAM) to operate your proposed system and provide non-delayed response to database access and other user commands. Minimum size RAM acceptable – 2 GB.
- 4.4.5 Workstation must be equipped with, minimum, 48X CDRW & 16X DVD Drive and 256 MB Video Card.
- 4.4.6 Workstation must have sufficient processor speed to operate your proposed system and provide non-delayed response to user commands. Minimum acceptable processor – 2.80 GHz Pentium.
- 4.4.7 If your proposed Workstations are connected to servers by a Local Area Network, Workstations must include network operating software and Network Interface Card (NIC), internal to the Workstation.
- 4.4.8 As an Option, Workstation system may include automatic TDD call detection, a TDD response screen or window, and support a minimum of twenty (20) users developed, pre-programmed TDD response messages. TDD detection and communication software is required for both 9-1-1 trunks, and non-emergency 7-digit lines. The cost of this option will be requested in Section 7.0
- 4.4.9 If the TDD option is selected, conversations must be printed, preferably on the ANI/ALI printer (or, optionally, the ANI/ALI PC hard drive) and simultaneously logged to the Workstation hard disk file. Alternatively, logging to the MIS Server is acceptable.
- 4.4.10 Workstation must provide the operator "single button" ability (single mouse click) to answer calls, request Repeat ALI, operate both Fixed and Manual transfer through the Tandem Control Office, access and activate speed dial lists and disconnect from a caller following transfer to another PSAP or non-PSAP agency.
- 4.4.11 Call Takers and Dispatchers need access to a variety of agencies 10 & 11 digit telephone numbers. Provide optional cost (if any) to utilize the Cardfile program,

which is part of Windows Accessories, or a similar proprietary program within your proposed system to accomplish the same functionality as the existing Positron LifeLine100/Power 9-1-1 type directories. The requested program should support up to 200 alphabetized and indexed name/telephone number records and offer automatic outdial, including the digit "9" if required, of the selected record.

4.4.12 Workstation must provide Instant Re-Call Recording capability for all telephone conversations to and from the Workstation position. A single mouse "click" on a displayed icon must activate the Re-Call display. The system must retain a **minimum of 60 minutes** of recording, per position. The on-screen display for playback of recorded conversations must provide the capability for:

- (a) Volume control
- (b) Start and stop playback
- (c) Ability to "grab" the playback indicator with the mouse pointer and drag back to repeat small portions of the recording being played, e.g., similar to controls on "Microsoft Media Player".
- (d) As an Option, in Section 7.0, provide the cost for Instant Re-Call Recording of Two-Way Radio Conversations at the Workstation position.

4.4.13 Workstation must convert internal IP voice packets to an analog voice output for interface to a customer provided Voice Logging Recorder.

4.5 Telephone and ACD Functionality

➤ The 9-1-1 telephone system functions offered within your proposed system, in addition to E9-1-1 call handling capability, must provide normal modern telephony features and functions such as:

- ◆ Call Transfer
- ◆ Consultation Hold
- ◆ Minimum of Three Party Conference
- ◆ System Wide and Local Instrument Speed Dial
- ◆ Station-to-station Intercom
- ◆ Supervisor Barge-In
- ◆ Caller I.D for equipped administrative lines
- ◆ Direct-Outward Dialing (DOD)
- ◆ Redundant (Dual) Computer Common Control
- ◆ Power Failure Transfer
- ◆ Toll Restriction, by area code, by station line
- ◆ Accept Two-Wire Analog Station Line Terminations from Parish PBX

- ◆ Support 4-Wire E&M Tie Lines
- ◆ Support 2-Wire Ring Down Circuits
- ◆ Provide Caller I.D. to Telephone Sets or Call Taker LCD Display

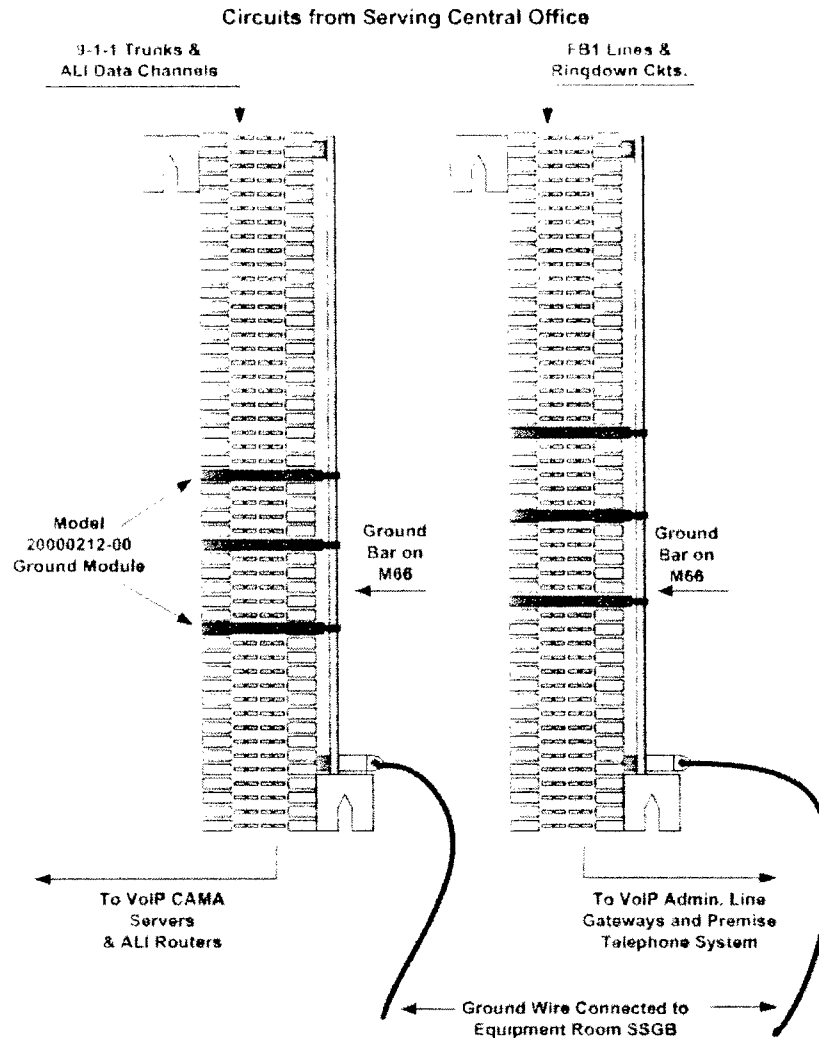
➤ **Automatic Call Distribution (ACD) Functionality**

The Automatic Call Distribution (ACD) software must be able to provide the following capabilities (detailed response will be requested in Section 7.0):

- ◆ Multiple Group Capability – Support for multiple agent groups
- ◆ Direct Outward Dialing – Outdial for agent without operator supervision
- ◆ Interdialing – agents can call other agents within the ACD system, whether the ACD position is logged on or not
- ◆ Call Hold, Transfer & Conferencing
- ◆ Call Queuing with Automatic Announcements
- ◆ Incoming Trunk Prioritization
- ◆ System Intraflow – Queued calls for specific group (or split) overflow to another ACD group
- ◆ Call Forcing – auto route calls to agent immediately following hang-up
- ◆ Manual Call Answer – present call to agent, agent answer by line button activation
- ◆ Supervisor Positions – allows silent call monitoring (no barge in tone), and trunk, agent/group assignments
- ◆ Call Center Management System – MIS System providing System Level & Agent Level reports, plus delayed queue call & trunk activity reports – See Section 4.9 for more detailed requirements
- ◆ Queued Call Electronic Displays – Displays of number of calls in queue, and length of time in queue, by trunk group, and number of agents logged into the CAD SYstem (minimum 2 required)
- ◆ OPTION – see Sect. 7.0 – Ability to place received call on hold and answer additional calls in queue, place those calls on hold and selectively retrieve held calls

4.5.1 Electrical Transient Protection

- All telephone circuits described in Paragraph 4.6 shall be equipped for electrical transient protection utilizing a device, which will protect up to 150V, with a clamping voltage of 200Vpk and a response time of less than 5 nanoseconds similar to the Northern Technologies (Emerson Network Power) M-66 Series blocks, or equivalent. An example of required circuit protection is shown in the following drawing.



4.5.2 9-1-1 Telephone Set/Screen Depiction and Functions

- 4.5.2.1 There is an initial requirement for twelve (12) E9-1-1 answering positions.
- Two (2) of the twelve Call Taker Workstations are to be "Supervisor Consoles"
- See Paragraph 4.5.2.5 below for capability requirements at Supervisor Positions

4.5.2.1 If a physical telephone set is provided, common equipment which drives sets and lamp displays must be capable of twenty five percent (25%) growth beyond

line/set quantities described in paragraph 4.6 by the addition of printed circuit cards only, without replacement of the basic system.

- 4.5.2.2 Telephone sets or telephony functions presented on display screens must support a minimum of two (2) station lines (one 9-1-1 system telephony function station line (position-to-position intercom line) and one Parish analog PBX station line), fifteen (15) 9-1-1 Trunks, eight (8) listed number Business Lines (FB1's) for JPSO operations, and two (2) ring-down circuits, for a total of twenty-seven (27) line appearances, and twenty (20) user programmable speed dial buttons which will each accept up to eleven (11) programmed digits per button.
- 4.5.2.3 System must provide intercom capability among all telephone sets/appearances at all positions with twenty-five percent (25%) growth capacity.
- 4.5.2.4 Telephone sets/appearances must provide lamp indicators (icons) showing non-use, ringing, in-use, and on-hold status for each line appearance with a lamp signal, which clearly distinguishes the current status of the line.
- 4.5.2.5 The Supervisor's console/workstation must be equipped with monitor capability for any call taker/ dispatcher position on any phone line. The monitoring will not cause any audio degradation or visual disturbance at the monitored console. The monitoring must not impact the level of hearing ability by the monitored call taker or the caller. The supervisor's console position shall have call break-in capability to enter an active call from that position. Each call taker/radio dispatch console should have the ability to audibly and/or visually alert the supervisor's console of a request for assistance on a problem call. Supervisor's console should provide real time display of agent status, logged-on, logged-off, make busy, etc.

Each set/position must be capable of supporting both handset and headset connections.

- 4.5.2.6 Headset connections must be capable of joint interface to the radio headset jack so that a single headset may be used for both telephone conversations and radio transmissions. The radio vendor will be responsible for installation of dual headset jacks at each operator position. Proposer will be responsible for bringing the telephone headset connection to the radio vendor provided Radio Headset Interface. Radio Consoles will typically require an Analog Output with Off-Hook Contact Closure for sensing line answer and connection of the headset jack to the telephone set talk path. Push-to-talk on the radio console will automatically mute telephone set audio. A duplicate headset jack interface for 9-1-1 monitor/training will also be provided by the selected Radio System Vendor at each position. There must be no degradation of sound volume or quality when there is more than one person plugged into a telephone call while monitoring and training. The Radio System Contractor selected by the Parish will be required to work with you and assist in connecting the telephone set interface to the radio headset audio system, as well as adjust audio levels.
- 4.5.2.7 The vendor shall supply both handsets (one per set) and, optionally, headsets. The vendor should be capable of supplying at least three different styles of

headsets (examples: Plantronics Monaural, Mirage & Starset). The headset shall be lightweight with a headset earpiece speaker, a microphone, a 10 foot coiled cord with quick disconnect, a 15 foot coiled cord extension (or a combination providing a 25 foot cord), a mute switch and a microphone pre-amplifier with volume control. A quantity of one hundred twenty-five (125) headsets will be required. In addition, supply cost to provide a quantity of ten (10) Plantronics Model CA12CD, 6-wire wireless headsets. Supply individual costs, by type, in Section 7.0. The JPECD will select types and quantities at the time of contract negotiations. **Do not include the cost of the 30 headsets or the wireless amplifiers in your base bid.**

- 4.5.2.8 Equipment must interface, on a per position basis (telephone set voice path), to the instant replay voice recorders which are part of this system, and to a central Voice Logging Recorder provided by others, including provision of a D-to-A Converter to provide hook-switch indication to recording equipment.
- 4.5.2.9 It shall be the vendor's responsibility to provide a connection of the voice path of telephone sets to the instant recall recorders provided as part of the proposed system.
- 4.5.2.10 It shall be the vendor's responsibility to bring the voice path of all telephone sets to a de-marc block (M-66 or equivalent) within the proximity of the logging recorder connections for cross-connect purposes. The Logging Recorder may be located in either the common equipment room or the Supervisor's Office.
- 4.5.2.11 Physical telephone set equipment offered must be capable of being rack mounted in a standard 10 ½" High X 19" Wide console bay housing. If proposed equipment is not designed to normally be housed in an equipment rack, proposer must offer a mounting arrangement to allow housing the proposed telephone set in a rack.
- 4.5.2.12 Telephone set equipment should be able to grow in number of line appearances through the addition of line modules, rather than replacement of entire set.
- 4.5.2.13 Inbound Ring-Down circuit calls and PBX station line calls (intercom & DID) must be indicated by a distinctive customer programmable ring for the various types of incoming calls. The ring should provide for adjustable level setting by the Communications staff.
- 4.5.2.14 Each Call Taker's telephone set should have the ability to adjust the Transmit and/or Receive voice levels of all lines to accommodate the special needs of the caller or Call Taker.
- 4.5.2.15 The system/set must have the ability to provide Caller ID on the listed 7-digit non-emergency telephone lines. The Caller ID function shall be displayed at each telephone set/position. The Caller ID shall have the ability to display 10 digit numbers. The Caller ID information shall print out on the ANI/ALI printer or be captured by the optional PC (see 4.3.8) and be captured/recorded by the MIS System. The JPECD will contract for Caller I.D. service on these lines from the serving telephone company.

4.6 PSAP Sizing

4.6.1 There will be twelve (12) Call Take console furniture positions equipped in the center. Each position will be equipped to answer Wireline & Wireless 9-1-1 Trunks, 10-digit non-emergency lines; PBX (9-1-1 switch and Parish) Administrative lines, ring-down circuits and optionally, TDD calls, plus access to all speed dial telephone number buttons.

4.6.2 Line sizing for the telephone common equipment is as follows:

4.6.2.1 9-1-1 Trunks 15

4.6.2.2 Listed number FB1 lines:

JPSO Non-emergency numbers8

VoIP Numbers2

4.6.2.3 Direct Ring-down Circuits2

- Sonitrol Alarm
- Honeywell Alarm

4.6.2.4 Station lines:

From 9-1-1 Telephony System (Intercom) 12
(12 console positions - one per position)

From Parish PBX System 12
(12 console positions - one per position)

NOTE: If your proposed system configuration incorporates 8 or 16 trunks per card/gateway, then you must provide a minimum of four (4) trunk cards/gateways to allow separation of the 9-1-1 trunks, non-emergency lines and Ring-Down Circuits across the four provided trunk cards/gateways.

4.7 Master Time Clock

Provide, as an option, in the dispatch center, a time synchronization device equal to or better than a "ESE Corporation ES-911/ GPS", with capability to provide accurate time of day to the 9-1-1 system, CAD system, logging recorder and radio console PC based work stations (single central interface card for radio). Provide interface types available with your proposed Time Synchronization system in Section 7.0. Additionally, Section 7.0 will request the optional cost for both analog and digital wall clock displays.

It is currently planned that the roof of the dispatch center equipment room would have a weatherproof penetration and grounded bulkhead in the 4th floor penthouse above the equipment room to facilitate running the cable between the Master Time Clock and the GPS antenna. Should an antenna cable longer than the standard length provided with the proposed Master Clock system be required, that additional cost would be negotiated at the time of contract signing.

4.8 UPS System

The Parish, as a component of the new 9-1-1 system, will not require that you propose an Uninterruptible Power Supply system to support all electronic components in the new dispatch center. The new center will be equipped with both a UPS and an Emergency Generator to provide long term AC Power in the event of a commercial power failure.

4.9 Management Information System

The proposed Enhanced 9-1-1 system shall include a Management Information System (MIS) with reports on Enhanced 9-1-1 trunk and non-emergency 7-digit line calls. The system, at a minimum, must be capable of reporting the following:

- 4.9.1 Summary type reports, by day and by hour containing:
 - 4.9.1.1 Quantity of and type of call received, by individual category (i.e., 9-1-1, listed 7-digit non-emergency lines, and TDD)
 - 4.9.1.2 The total number of inbound and outbound calls, by type
 - 4.9.1.3 The total number of call minutes, by trunk type (i.e., 9-1-1 Landline, 9-1-1 Wireless and 7-digit lines)
 - 4.9.1.4 The total number of calls answered, per position
 - 4.9.1.5 The average call ringing time and call handling time, per position
 - 4.9.1.6 Number of minutes when all trunks were busy
 - 4.9.1.7 Trunk failures/failure to release
 - 4.9.1.8 Total quantity of, plus individual telephone number and date/time of abandoned calls
- 4.9.2 Reports on individual call takers and positions:
 - 4.9.2.1 Position Number that answered call
 - 4.9.2.2 Call taker who answered call, by personnel I.D. number
 - 4.9.2.3 Time of seizure
 - 4.9.2.4 Answer time
 - 4.9.2.5 Time of transfer
 - 4.9.2.6 Time call terminated
 - 4.9.2.7 Call duration
 - 4.9.2.8 Duration of time call was on hold
- 4.9.3 The Management Information System shall allow for ad hoc reports, including graphs and pie charts, which can be produced upon demand. The system shall retrieve and display any combination of data elements. It shall store all ANI/ALI call information, including Caller I.D. data. The MIS software shall be user friendly, have a GUI interface and shall function in standard communication

terminology. It should require no more than two hours training, per person, in its use. Approximately six (6) personnel will be trained in its operation.

- 4.9.4 All software associated with the MIS system, its maintenance and upgrades shall be included in the yearly maintenance fee. The Parish will continue to have the right to accept or reject proposed revisions to the software for the system.
- 4.9.5 The output shall be in a usable report format, not raw data. Each page of the report will have a heading indicating the PSAP name, current date, and time. Each report shall have a summary of call activity. Software must provide the capability to run reports automatically at a pre-set time or be produced on demand.
- 4.9.6 The reports shall give detailed and easily understandable information on the call taker/position performance. Information provided in reports shall be capable of being downloaded to a printer and/or stored on other media such as CD-ROM.
- 4.9.7 The vendor shall provide the necessary PC hardware and printer equipment to support the MIS system with capability to store at least eighteen (18) months' worth of data on the system hard drive, including the equipment necessary to archive data. Current estimate is 730,000 annual administrative (10-digit) and 9-1-1 calls for service with a 4% annual growth rate.
- 4.9.8 Optionally, provide the MIS software, plus hardware specifications allowing the JPECD to furnish the required PC with CD/DVD drive and Printer.

4.10 Wireless 9-1-1 Support Capabilities

- 4.10.1 The proposed system must be able to support multiple, simultaneous Wireless provider solutions, including, but not limited to: CAS, NCAS and Hybrids
- 4.10.2 The proposed system must be able to support multiple, simultaneous Location Technology solutions, including: Handset Based, Network Based and Hybrid
- 4.10.3 The proposed system must have the capability to interface with new network protocols, which may be required to support Phase II, including ISDN and VoIP/Telephony
- 4.10.4 The proposed system must be able to support multiple ALI re-bids to provide the capability to acquire new position updates provided by either Phase I or Phase II location technologies to track movement of a Wireless 9-1-1 caller
- 4.10.5 The proposed system must be able to support multiple ALI data presentations from different databases to provide both Phase I and Phase II data, including tower antenna face and estimate of location accuracy (confidence factor)

4.11 Training

The vendor shall provide the Jefferson Parish Emergency Communication District (JPECD) with a comprehensive training program. This training program shall be designed to assist in making Parish personnel proficient in the operation of all

component parts of the PC based ANI/ALI system and the 9-1-1 Telephone functions. A sample training syllabus for both Call Take personnel and Managers/Supervisors must be provided to the JPECD for review and possible modification at least thirty (30) days prior to the scheduled start of training. Vendor shall accommodate all reasonable requests for modifications at no additional cost. The training for Call Take personnel will include up to seventy-five (75) people. Due to shift schedules, multiple classes will be required. Some classes may be scheduled during non-regular business hours. The JPECD reserves the right to determine dates and times for classes.

Managers and Supervisors' training will be comprehensive and will include: 9-1-1 System Operation, MIS operation and report development, understanding of system hardware components for trouble shooting purposes, and instruction on all the special features of the system. Special features are to include such items as re-programming speed dial lists, re-assignment of personnel log-on I.D. numbers and others particular to the proposed system. The training will include up to ten (10) people, including JPECD IT Department technicians.

The Parish will provide initial student training space in the new ECC in Gretna. Final training shall include hands-on operation of working positions in the Dispatch Center. The student instructor ratio will be no greater than 6 to 1, unless otherwise approved by the JPECD. The Vendor shall prepare and distribute the Parish approved training manual to all communication center employees at least five (5) days prior to initiation of any training. The manual shall be prepared in such a fashion so it may be utilized, as a reference guide after the training is complete.

The manual will detail the operation of all user components of the Telephony functions and Enhanced 9-1-1 system, including the MIS. The JPECD reserves the right to video tape one or more training sessions for later use in training newly hired employees.

The vendor will also furnish three complete bound system equipment manuals for Managers and Supervisors.

The manual should include the following:

- Complete instructions for operation of all equipment in the system.
- Instructions for determining trouble reporting procedures and trouble reporting telephone numbers.
- Complete schematics and parts lists for all major equipment components in the system.
- A complete and detailed system schematic showing the actual system as installed and where physically located in the equipment room (e.g. Rack/Cabinet # 1, Shelf # 2). All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.
- A complete description of the nature and scope of training functions for PSAP personnel, supervisors and managers must be provided.

4.12 PBX Standard System Features

For Administrative Line purposes, the PBX portion of the proposed system must provide standard modern telephony features to include, but not limited to: hold, consultation hold, transfer and 3-party conference. Provide a listing of standard features in Section 7.0.

4.13 Space & Environmental Requirements

To ensure availability of adequate space and to assist in location planning for your proposed equipment, provide in Section 7.0 an equipment floor plan and environmental requirements (temperature, grounding, AC Power, etc.).

4.14 Basic System Cost

Provide installed cost for all basic equipment and services (as described in this section) for the Jefferson Parish PSAP in Section 7.0. Do not include cost for any individual components or optional equipment and services requested in Section 4.0 or Section 5.0 following, as part of the basic system cost. Those costs are to be indicated in the spaces provided within the Response Section 7.0.

**Section
5****Ancillary Systems &
Component Costs****5.1 Component Cost – Pre & Post Cutover**

Provide, in the **Vendor Response Section 7.0**, the installed cost, per each on a pre and post-cutover basis for the following equipment and/or service (i.e. pre-cutover costs would apply prior to the system cutover and post-cutover cost would apply for up to one year after cutover). A more detailed explanation of component/function requirements and a request for information on each is contained in the Vendor Response Section 7.0:

- 5.1.1 9-1-1 Trunk Card and/or CAMA Gateway - indicate number of trunks per card or Gateway
- 5.1.2 Ground and/or Loop start Circuit Card for 1FB's and/or ring-down lines and/or VoIP Gateway - indicate quantity of circuits per card or Gateway.
- 5.1.3 Analog and Digital Station Circuit Cards for Centrex Line or Customer Owned PBX Station Lines terminated in your proposed system - indicate the quantity of circuits supported, per card and/or VoIP Gateway
- 5.1.4 Redundant System Common Equipment
 - ANI Controller Server Components
 - ALI Controller Server Components
 - Telephony Server Components
 - Indicate any redundant components, e.g. Servers/Gateways/LAN Switches, which are standard in your system
- 5.1.5 Call Taker Workstations - Description/Operation
 - Optional LCD Flat Panel Display
- 5.1.6 Telephone Instrument, if provided
 - Line appearance quantities
 - Add-on module/line quantities
 - Cost, if any, for console rack mounting
 - Electrical transient protection
- 5.1.7 ANI/ALI Printer
 - Type and Manufacturer
 - Alarm capability

- Optional ability to save ANI/ALI data on PC hard drive
- 5.1.8 Optional Lightweight Headsets
 - Types available and cost
- 5.1.9 Alternate Route Switch for Tandem Office control circuit
 - Type and Manufacturer
- 5.1.10 56 kbps DSU for access to ALI Database
 - Manufacturer

5.2 Ancillary Equipment & Service Cost

Provide pre and post-cutover cost for the following ancillary equipment or service:

- 5.2.1 CAD interface for ALI controller (additional)
- 5.2.2 Digital recorder for voice announcements to 9-1-1 and/or 7-digit line callers
- 5.2.3 TDD service detector for incoming calls
 - Number of positions supported
- 5.2.4 Instant Re-call recorder for radio communications
 - Description and operation
- 5.2.5 Remote System Diagnostics
 - Operational description
- 5.2.6 10-Digit Caller ID Display
- 5.2.7 Time Synchronization of system
- 5.2.8 Interface to Parish UPS
- 5.2.9 Management Information System
 - Software and hardware to provide management reports of PSAP call activity
- 5.2.10 Cost of an on-site spare parts kit
 - Recommended components and quantity of each in the kit
- 5.2.11 Automated ALI Database Error Reporting System
 - Automated form for reporting ALI errors
- 5.2.12 Other optional equipment and/or services available
 - Provide complete description and unit cost

5.2.13 Post Cutover Time/Price Guarantee

Section **6** Maintenance Requirements

The maintenance of the Enhanced 9-1-1 equipment is critical. **The following are mandatory, non-negotiable maintenance requirements:**

6.1 Onsite Maintenance & Repair

On-site maintenance and repair shall be available 24 hours per day, 365 days per year.

The JPECD shall require a fully trained and competent technician to return trouble report calls within no more than 30 minutes. If it is determined that on-site maintenance is necessary for the resolution of major technical problems (as defined in the Final Acceptance Form, contained in Section 3.0 of this RFP), the technician shall be required to arrive within **four hours** from the time the first call for service was placed. **This response time is non-negotiable.** The vendor shall indicate the location (City, Address) that repair personnel will be dispatched from and method of notification of repair personnel.

6.2 Years in Business

The JPECD requires the provider of maintenance to have been in business continuously for at least three years under its current name and business structure.

6.3 Personnel Experience

The JPECD requires the Vendor to have competent and trained personnel who have at least two years primary assignment to and experience in trouble-shooting Enhanced 9-1-1 equipment and associated devices. Maintenance and repair shall include all hardware, software and communication components, and any other equipment installed by the Vendor or their sub-contractor.

6.4 Twenty-Four Hour Repair Number

The Vendor shall provide the JPECD with a toll free telephone number dedicated to the reporting of trouble for the E9-1-1 Telephone System. The telephone number shall be staffed by competent personnel who have knowledge of the importance of resolving repair problems associated with the Enhanced 9-1-1 equipment. The telephone number shall be staffed and answered 24 hours per day, 365 days per year.

6.5 Remote Diagnostics

The Vendor shall have the capability to perform remote diagnostics on the E9-1-1 Telephone System. The system shall be capable of performing self-diagnostics and initiating alarms that should be able to automatically notify the Vendor of potential

system problems. The alarms should be capable of being transmitted to the Vendor and must be displayed, at a minimum, at the Supervisor's positions in the PSAP.

The system should automatically disable any faulty unit(s) and ensure all remaining system functions and features are still in operation. Replacement of any damaged or inoperable component parts shall be simple (30 minutes maximum) and must not interrupt overall system operation.

Should any piece of equipment require repair due to a major case of trouble (as previously defined), it shall be repaired or replaced within four hours from the time of the original call for service. If it is impossible to repair or replace within four hours, the Vendor will provide and install, at no additional charge, comparable loaner equipment.

A maintenance and administrative position, equipped with a modem, shall be provided with the system and installed in the equipment room. Using this position and a telephone line provided by the JPECD, it shall be possible to dial into the E9-1-1 Telephone System and perform tests, view alarms and diagnostics or reconfigure the E9-1-1 Telephone System.

If a trouble call is resolved through remote diagnostics, the Vendor shall notify the JPECD Supervisor as soon as possible after the problem has been resolved and indicate when the problem was resolved and what the problem was determined to be. The name or some other form of identification of the technician who resolved the problem shall be provided to the JPECD at the time of resolution.

6.6 Responsibility with Serving Telephone Company

The Vendor shall be responsible for notification to the responsible local serving Telephone Company(s) for repairs that must be initiated by the Telephone Company for trunk, circuit or other similar failures, which are their responsibility. The Vendor shall be responsible and act on the JPECD's behalf for the resolution of all repair and trouble issues with the responsible Telephone Company. The Vendor shall promptly report to the PSAP Supervisor when trouble calls have been directed to the Telephone Company and what actions are being taken by the Vendor and the Telephone Company to resolve the problem.

If it is determined that the Vendor has directed, in error, a trouble call to the Telephone Company and the Telephone Company charges the Parish for a service call, the Vendor shall be responsible for these charges. The Parish will withhold the amount(s) of the charge(s) from any outstanding invoices due to the Vendor or invoice the Vendor if all accounts are paid in full at the time of the occurrence.

6.7 Spare Parts

The Vendor shall locally maintain a complete store of critical spare parts for the system. The Vendor shall identify all critical components of the system and provide a list of those components to the JPECD, with the Vendor's assurance that the parts will be available and stored at a location within driving time of the four-hour response deadline. The JPECD will not be responsible for the return of components to a repair or manufacturing facility.

6.8 Maintenance Costs

The Vendor shall provide, as part of the response to this RFP, costs for 24 hour, 365-day maintenance services. Quoted maintenance costs shall include all parts and labor.

6.9 Demonstrated Capabilities

The Vendor shall demonstrate to the satisfaction of the JPECD, that the Vendor has the capabilities to fulfill the installation and maintenance obligations of this RFP and subsequent contract. The JPECD shall consider the financial stability, Vendor experience in providing Enhanced 9-1-1 telecommunications services, staff support capabilities, and current client base of similar projects relating to Enhanced 9-1-1. Parish as it relates to providing continuous and dependable Enhanced 9-1-1 service.

**Section
7****RFP Response Forms****7.1 Response Forms**

The forms provided herein are to be used by all Vendors for response to this RFP and pursuant to Section 1 of the Parish RFP.

7.2 Vendor Provided Additional Pages

If the Vendor requires additional pages for response, please refer to Section 2.6 for the proper format. Compliance to the provisions of Section 2.6, 7.1, 7.2 and 7.3 are critical to the evaluation of your proposal.

7.3 Compliance and Understanding Checklist

The following Response Form, entitled "Compliance and Understanding Checklist", shall be completed by placing an "X" on the appropriate line indicating that the signing individual has read the corresponding section and indicating the Vendor's compliance. Vendors shall be aware they must read and acknowledge all portions of this RFP. Any exceptions to this RFP must be documented on the following pages corresponding to the section number where the Vendor is offering an exception. Reasons for the exception must be stated and an alternative proposed. The Parish reserves the right to accept or reject any exceptions taken. The decision of the Parish shall be final.

7.4 RFP Response Section Available via E-mail

If your firm is represented at the pre-proposal conference, you may request and will be provided an electronic copy of this section of the RFP via E-mail. Whether using electronic form or hand printed (Print in Ink or Type) response information must be provided in all required spaces in the following document in order for your proposal to be considered.

7.5 Referral to Other Documents

Responses to requests for written answers in this section must be inserted in the space provided for that response. Referral only to an attached document, such as a technical specification manual, without providing the written answer, **will not be accepted** and may disqualify your proposal from further consideration. It is completely acceptable to enclose and refer to additional explanatory documents such as brochures and technical manuals. However, they can not stand alone as a response to a request for specific information or explanation of a feature/function.

7.6 Additional Submittals

You may enclose any additional brochures or other information that you believe will assist the Jefferson Parish Emergency Communication District in better understanding your company or the proposed system.

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
1.0 Background		
1.1 Background Information	_____	_____
1.2 Project Goals	_____	_____
2.0 Response Procedures		
2.1 Have read and understand all Section 1 & 2 of the Jefferson Parish RFP forms	_____	_____
3.0 Requirements		
3.1 Work to be Performed	_____	_____
3.2 Workmanship & Materials	_____	_____
3.3 Fastening & Supports	_____	_____
3.4 System Wiring	_____	_____
3.5 Cable Marking	_____	_____
3.6 Cable Splices	_____	_____
3.7 Protection & Capacity	_____	_____
3.8 Protection of Premise	_____	_____
3.9 Service Disruptions	_____	_____
3.10 Materials & Handling	_____	_____

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
3.11 Site Inspections	_____	_____
3.12 Project Manager	_____	_____
3.13 Subcontractor Relationships	_____	_____
3.14 Independent Contractor	_____	_____
3.15 Royalty & License Fees	_____	_____
3.16 Provision of Insurance	_____	_____
3.17 Indemnification	_____	_____
3.18 Liability & Casualty Insurance	_____	_____
3.19 Parish Provided Facilities	_____	_____
3.20 Parish Insured Status	_____	_____
3.21 Performance Bond	_____	_____
3.22 Timely Installation	_____	_____
3.23 Acceptance Test Procedures	_____	_____
3.24 Parish's Agent	_____	_____
Final Acceptance Form	_____	_____
4.0 System Design		
4.1 FCC Rules	_____	_____
4.2 ANI Controller/Server		
4.2.1 Direct Trunking	_____	_____
4.2.2 Trunk Supervision	_____	_____
4.2.3 Fixed/Manual Transfer	_____	_____
4.2.4 Telephone Set Interface	_____	_____
4.2.5 ALI Interface	_____	_____
4.2.6 Telephone Number Display	_____	_____
4.2.7 Store Number	_____	_____
4.2.8 Call Back	_____	_____
4.2.9 Reverse ALI	_____	_____
4.2.10 Alarm Interface	_____	_____

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
4.3 ALI Controller/Server		
4.3.1 ANI Interface	_____	_____
4.3.2 Store ANI	_____	_____
4.3.3 Data Transmission Interface	_____	_____
4.3.4 Entire ALI Data Stream	_____	_____
4.3.5 CAD Output Port	_____	_____
4.3.6 Repeat ALI	_____	_____
4.3.7 ANI/ALI Printer	_____	_____
4.3.8 Report Detail	_____	_____
4.3.9 CRT/LCD Display	_____	_____
4.4 Call Taker Workstations		
4.4.1 PC based w/17" monitor	_____	_____
4.4.2 GUI Interface/Wireless Display	_____	_____
4.4.3 Min 160GB Hard drive	_____	_____
4.4.4 Min 2GB RAM	_____	_____
4.4.5 48X CDRW/ 16XDVD	_____	_____
4.4.6 Min 2.80 GHz Pentium	_____	_____
4.4.7 NIC Card included	_____	_____
4.4.8 TDD Detection/Response	_____	_____
4.4.9 Printed/Logged TDD	_____	_____
4.4.10 Workstation Functions	_____	_____
4.4.11 "Rolodex" Functions	_____	_____
4.4.12 Instant Re-Call Recording	_____	_____
4.4.13 Voice Logger Interface	_____	_____
4.5 Telephone & ACD System		
• Telephony Functionality	_____	_____
• ACD Functionality	_____	_____
4.5.1 Transient Protection	_____	_____
4.5.2 9-1-1 Telephone Set/Screen Depiction and Functions		

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
4.5.2.1 Depiction/Growth	_____	_____
4.5.2.2 Line Appearances	_____	_____
4.5.2.3 Intercom	_____	_____
4.5.2.4 Line Status	_____	_____
4.5.2.5 Supervisor Console	_____	_____
4.5.2.6 Headset Connections	_____	_____
4.5.2.7 Optional Headsets	_____	_____
4.5.2.8 Recording Interface	_____	_____
4.5.2.9 Connect to IRR	_____	_____
4.5.2.10 Logger Interface	_____	_____
4.5.2.11 Rack Mount	_____	_____
4.5.2.12 Line Modules	_____	_____
4.5.2.13 Distinctive Ring	_____	_____
4.5.2.14 Adjust Audio Level	_____	_____
4.5.2.15 Caller I.D. Display	_____	_____
4.6 PSAP Sizing		
4.6.1 Position Quantities	_____	_____
4.6.2 Line Sizing	_____	_____
4.7 Master Time Clock	_____	_____
4.8 UPS System	_____	_____
4.9 Management Information System		
4.9.1 Summary Reports	_____	_____
4.9.2 Position Reports	_____	_____
4.9.3 Ad Hoc Reports	_____	_____
4.9.4 Software Maintenance	_____	_____
4.9.5 Report Format	_____	_____
4.9.6 Information Detail	_____	_____

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
4.9.7 PC, Printer & Archive	_____	_____
4.9.8 Optional, Specifications	_____	_____
4.10 Wireless 9-1-1 Support		
4.10.1 CAS/NCAS/Hybrid	_____	_____
4.10.2 Location Technologies	_____	_____
4.10.3 Network Protocols	_____	_____
4.10.4 ALI Re-bid	_____	_____
4.10.5 ALI Data Presentations	_____	_____
4.11 Training	_____	_____
4.12 PBX Standard System Features	_____	_____
4.13 Space & Environmental Requirements	_____	_____
4.14 Basic System Cost	_____	_____
5.0 System Component Cost		
5.1 Component Cost		
5.1.1 9-1-1 Trunk Card/Gateway	_____	_____
5.1.2 Ground or Loop Start Card/ Gateway	_____	_____
5.1.3 Station Card/Gateway	_____	_____
5.1.4 Redundant Common Equipment	_____	_____
5.1.5 Call Taker Workstations	_____	_____
5.1.6 Telephone Instrument	_____	_____
5.1.7 ANI/ALI Printer	_____	_____
5.1.8 Lightweight Headsets	_____	_____
5.1.9 Alternate Route Switch	_____	_____
5.1.10 56 kbps DSU	_____	_____

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
5.2 Ancillary Equipment & Service		
5.2.1 CAD Interface	_____	_____
5.2.2 Digital Announcer	_____	_____
5.2.3 TDD Detector	_____	_____
5.2.4 Radio Re-call Recorder	_____	_____
5.2.5 Remote Diagnostics	_____	_____
5.2.6 Caller I.D. Equipment	_____	_____
5.2.7 Time Synchronization	_____	_____
5.2.8 Interface to UPS	_____	_____
5.2.9 MIS System	_____	_____
5.2.10 On-Site Spare Parts	_____	_____
5.2.11 Database Error Reporting	_____	_____
5.2.12 Other Optional Equipment	_____	_____
5.2.13 Price Guarantee	_____	_____
6.0 Maintenance Requirements		
6.1 On-site Maintenance	_____	_____
6.2 Years in Business	_____	_____
6.3 Personnel Experience	_____	_____
6.4 24 Hr. Phone Number	_____	_____
6.5 Remote Diagnostics	_____	_____
6.6 Telco Responsibility	_____	_____
6.7 Spare Parts	_____	_____
6.8 Maintenance Costs	_____	_____
6.9 Demonstrated Capabilities	_____	_____
7.0 RFP Response Forms		
7.1 Response Forms	_____	_____
7.2 Additional Pages	_____	_____
7.3 Compliance & Understanding Checklist	_____	_____

Compliance and Understanding Checklist

Vendor: _____

<u>Item/Section</u>	<u>Read</u>	<u>Compliance</u>
7.4 RFP Response via E-Mail	_____	_____
7.5 Referral to Other Documents	_____	_____
7.6 Additional Submittals	_____	_____

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Section 7.0 Response Forms

Narrative for Response Procedures, Section 2.0
(Describe any exceptions to Section 2.0)

Vendor: _____

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Use additional sheets if necessary.

Section 7.0 Response Forms

Narrative for Installation, Section 3.0
(Describe any exceptions to Section 3.0)

Vendor: _____

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Use additional sheets if necessary.

Section 7.0 Response Forms

Narrative for System Design, Section 4.0

Vendor: _____

- (a) Provide the Jurisdiction Name, Address, Contact Name, Telephone Number, and number of Call Take positions for at least three (3) installations of your proposed system, which have been working for at least six (6) months.

- (b) Provide Manufacturers Name(s) and Address(s) for proposed E9-1-1 Telephone system.

- (c) Provide an overview description of the proposed system, e.g., "X" type telephony server, with "Y" ANI/ALI servers and "Z" type call taker workstations. Describe compliance to ACD functionality requirements (Sect. 4.5) and provide brochure on Electronic Display. Indicate quantities of servers, gateways, LAN Switches, etc.

Use additional pages if necessary

- (d) Ref. Section 4.4.12

Provide optional cost, if any, for "Rolodex" Type speed dial capability \$_____

Indicate maximum number of listings/phone numbers available: _____

Briefly describe functionality: _____

(e) Ref. Section 4.9

(1) Attached? Yes ____ No ____ is a list of and samples of management reports derived from the proposed 9-1-1 & ACD MIS system(s).

(f) Ref. Section 4.10

Our proposed system will ____ will not ____ provide the Wireless 9-1-1 support capabilities.

Exceptions _____

(g) Describe your compliance to Section 4.11 - *Training Requirements*

(h) Ref. Section 4.12

Standard Features List enclosed? Yes ____ No ____

(i) Ref. Section 4.13

Equipment Floor Plan & Environmental Requirements enclosed? Yes ____ No ____

(j) Describe your overall compliance and any exceptions to Section 4.0 - *Basic System Design*:

(Attach additional pages if required)

The foregoing response to Section 4.0, Basic System Design is true and correct.

Name (PRINT) _____

Title (PRINT) _____

Signature _____

Use additional sheets if necessary

Section 7.0 Response Forms

Response for Section 5.0

Vendor: _____

5.0 System Component Costs - In case client wants additional, not in lieu of Sect. 4.0**5.1 Provide installed cost for the following equipment and/or service:**

	<u>Pre-Cutover</u>	<u>Post-Cutover</u>
5.1.1 911 Trunk Card/Gateway _____ trunks per card/gateway	\$ _____	\$ _____
5.1.2 Ground/Loop Start Card/Gateway _____ 1FB / Ring-down per card/gateway	\$ _____	\$ _____
5.1.3 Analog Station Card/Gateway _____ stations per card/Gateway	\$ _____	\$ _____
Digital Station Card/Gateway _____ stations per card/gateway	\$ _____	\$ _____
5.1.4 Redundant Common Equipment: Describe and Price Components Available		
- ANI Controller/Server _____ _____ _____	\$ _____ \$ _____ \$ _____	\$ _____ \$ _____ \$ _____
- ALI Controller/Server _____ _____ _____	\$ _____ \$ _____ \$ _____	\$ _____ \$ _____ \$ _____
- Telephony Server _____ _____ _____	\$ _____ \$ _____ \$ _____	\$ _____ \$ _____ \$ _____
- Other System Servers _____ _____	\$ _____ \$ _____	\$ _____ \$ _____

- Describe any redundant equipment that is standard in your system and included in your proposed cost for equipment described in Section 4.0, preceding.

5.1.5 Call Taker Workstations

The proposed workstation is manufactured by _____, is Windows (specify release _____), or Windows XP Professional _____ based and (does /does not __) provide GUI displays for the user.

The proposed workstation is equipped with a Pentium _____ GHz processor and has _____ MB of RAM, and a _____ GB hard drive. The workstation is equipped with a _____ X CD/DVD Drive and a _____ MB Video Card. If workstation is LAN attached, the workstation (is ____/is not _____) equipped with network operating software and a _____ network interface card.

Should the JPECD wish to provide the required PC workstations, based upon the above described requirements, provide the cost for you to load and test your software on the workstations. \$ _____

We are providing a _____" LCD color monitor.

Cost per workstation with _____ \$ _____ \$ _____
17" LCD Monitor

In Lieu of the proposed 17" LCD Monitor, we will supply optional LCD Flat Panel Displays at the following additional cost:

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
Seventeen Inch (17") Display with Built-in Speakers	\$ _____	\$ _____
Manufacturer: _____		
Nineteen Inch (19") Display	\$ _____	\$ _____
Manufacturer: _____		
Nineteen Inch (19") Display with Built-in Speakers	\$ _____	\$ _____

In the future, as required by the JPECD, the workstation (will ____/will not ____)
support the display of data as described in FCC Docket 94-102 and appropriate
NENA Standards.

Optionally, the proposed workstation will support up to ____ user developed, pre-
programmed TDD messages. TDD conversations (will ____/will not ____) be
printed on the ANI/ALI printer. TDD conversations (will ____/will not ____) be
simultaneously logged to the hard disk file.

Should the JPECD desire to replace work stations in the next 3 - 5 years,
describe how you would load then current software on new Parish owned PC's
and at what cost to the Parish.

(Attach addl. pages as required)

Cost per PC Workstation: \$_____

Workstation does ____/does not ____ provide Instant Re-Call Recording of all
telephone conversations. Maximum length of recording time, per Workstation is
minutes. The playback controls do ____/do not ____ comply with the stated
requirements. (Ref. 4.4.13)

5.1.6 Telephone Instrument, if proposed

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
Cost of Basic Instrument	\$_____	\$_____
Number of line appearances on set _____		
Add-on Module for additional line appearances	\$_____	\$_____
Type and Number of line appearances _____		

Additional cost, if any, for mounting the Set in a 19" Console Rack	\$_____	\$_____

Quantity of vertical 5¼" Panels required for Console Mounting _____

Electrical Transient Protection for all outside (Telco & Parish PBX) lines
terminated in system:

Describe device and manufacturer: _____

5.1.7 ANI/ALI Printer(s):

Pre-Cutover

Post Cutover

Cost:

\$ _____

\$ _____

Type and Manufacturer: _____

Describe Alarm Capability: _____

As an alternate, or in addition to the ANI/ALI Printer, provide cost for a PC with a minimum 320GB Hard Drive, 8X Slot load CD/DVD Burner and 32 PPM Printer. Must include software to retain ANI/ALI and Caller I.D. data on hard drive, plus offer the ability to sort calls by date, time and telephone number for printing.

Cost:

\$ _____

\$ _____

Describe proposed system and hardware _____

5.1.8 Lightweight Headset Cost:

- Type 1	\$ _____	\$ _____
- Type 2	\$ _____	\$ _____
- Type 3	\$ _____	\$ _____
- CA12CD Wireless Headsets (10)	\$ _____	\$ _____

Describe Types and Manufacturer: (e.g. – Type 1 is) _____

5.1.9 Alternate Routing Switch:

An Alternate Routing Switch to activate control channels to the Tandem Office may be required and would be installed in a protected area of the Dispatch Center Equipment Room. Provide cost per each installed switch.

Type Device and Manufacturer: _____

Cost: \$ _____ \$ _____

5.1.10 56 kbps DSU

Provide individual installed cost of a 56 kbps DSU, similar to the Verilink PRISM 4101 DSU (2 Will Be Required for connection to ALI Data Channels used to access Telco ALI Database).

Type Device and Manufacturer: _____

Cost: \$ _____ \$ _____

5.2 Provide installed and operating cost for the following ancillary equipment or service.

5.2.1 Additional CAD Interface for ALI Controller

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
Cost:	\$ _____	\$ _____

Number of Ports available: _____

Does your proposed MIS System, included in this document, use one of the proposed CAD Interface ports? Yes _____ No _____

If yes, is a port for MIS included in your system cost quotation? Yes _____
No _____

5.2.2 Digital Announcement Equipment

Digital announcement device capable of accepting up to four (4) inbound rotary analog business telephone lines and able to provide up to twelve (12) different user programmable announcements of up to forty (40) seconds each. Unit should be capable of allowing caller to select message (announcement) via touch-tone dial pad input, e.g., "To get information on hazardous road conditions, dial 3". Software must offer ability for caller to request a repeat of information (e.g., To hear this announcement again, dial 7), and the ability to return to the main menu (e.g., To return to the Main Menu, dial 9).

Provide descriptive brochure of proposed equipment.

Cost: \$ _____ \$ _____

5.2.3 TDD detector for incoming calls

Cost: \$ _____ \$ _____

Number of positions supported _____

Describe device and manufacturer: _____

TDD Software for 9-1-1 System display and response

Cost: \$ _____ \$ _____

5.2.4 Instant Re-call recorder for Radio Communications – Ref. 4.4.13

Cost: \$ _____ \$ _____

Describe devices used, display type and total record time: _____

5.2.5 Remote System Diagnostics

Pre-Cutover

Post Cutover

Cost:

\$ _____

\$ _____

Describe operation, equipment / services covered and alarms provided:

To whom can / will alarms be transmitted? _____

5.2.6 Caller I.D. Display card/gateway:

\$ _____

\$ _____

Make / Model / # of lines _____

5.2.7 Time Synchronization: \$_____ \$_____

Provide manufacturer name, product name/number and cost of your proposed GPS Master Time Base system. Describe interfaces available with system (e.g., NTP, IRIG-B):

Cost: \$_____ \$_____

Describe (by type number) and provide cost for optional wall clock displays available with your proposed Master Time Base system. Include any brochures that provide pictures of available clocks. _____

Type 1 Cost: \$_____ \$_____

Type 2 Cost: \$_____ \$_____

Type 3 Cost: \$_____ \$_____

5.2.8 UPS System

Any cost for interface to Parish provided UPS ? _____

What is the kVA power requirement of your entire system, as proposed?

5.2.9 Management Information System

Report samples attached? Yes _____ No _____

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
Cost of software:	\$_____	\$_____

Describe hardware platform required to support software:

Cost of proposed hardware:

Cost: \$ _____ \$ _____

Describe hardware physical interface of E9-1-1 system to MIS System.

Any distance limitation: _____

Describe any additional components, e.g. printer, required/recommended for system operation. _____

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
Cost:	\$ _____	\$ _____

May the JPECD purchase its own PC, Printer and Backup equipment and only acquire the necessary software from you to operate the system, assuming that the purchased hardware conforms with the above described specifications?

Yes ____ No ____

5.2.10 On-Site Spare Parts Kit

	<u>Pre-Cutover</u>	<u>Post Cutover</u>
	\$ _____	\$ _____

Describe recommended components and quantity of each in the kit.

5.2.11 Automated ALI Database Error Reporting System

The JPECD desires an automated system, which will allow a call-taker to access (via single mouse click) a pre-prepared form and to add information to the form regarding ALI Database errors to be transmitted to AT&T. The document would be a single page form available in electronic "Word" format.

The proposed software should automatically "paint" the current ALI screen data in the appropriate spaces on the form, requiring the call-taker to only type in the correcting information received from the 9-1-1 caller.

The completed form must be capable of being printed on a shared network printer that is associated with the 9-1-1 system LAN.

Cost to provide software: \$_____ \$_____

Cost to provide shared printer: \$_____ \$_____

Printer make/model: _____

Provide a general description of operation of your proposed solution _____

- 5.2.12** Are there any other optional equipment and/or services available that you wish to propose? Provide complete description of each and include both pre-cutover and post-cutover cost.

- 5.2.13** For what period of time following system cut-over will you guarantee the above quoted prices? _____

The foregoing response to Section 5.0, System Equipment/Services is true and correct.

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Use additional sheets if necessary

Section 7.0 Response Forms

Narrative for System Component Section 5.0

(Describe any exceptions to Section 5.0)

Vendor: _____

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Use additional sheets if necessary

Section 7.0 Response Forms

Narrative for System Maintenance Section 6.0
(Describe any exceptions to Section 6.0)

Vendor: _____

(a) Provide company name and address for local technical support:

(b) How are your technicians dispatched?

(c) Provide address where spare parts will be stored:

(d) Provide the number of local technicians who have at least two years of experience in troubleshooting and repair of the proposed equipment: _____

(e) Describe any exceptions to Section 6.0:

Name (PRINT): _____

Title (PRINT): _____

Signature: _____

Use additional sheets if necessary

ENCLOSE IN SEPARATE, SEALED AND LABELED ENVELOPE.

Section 7.0 Response Forms

PRICING

I, _____, an authorized representative of _____ do hereby submit the following pricing options to the Jefferson Parish Emergency Communication District pursuant to the 9-1-1 System RFP.

Total **Base System** (Sect. 4.0) Purchase Price \$ _____

Total **Base System** Installation Cost \$ _____

First Year Maintenance Costs (following system cutover) \$ _____

Second Year Maintenance Costs (Based on Sect. 4.0 components) \$ _____

Third Year Maintenance Costs \$ _____

Fourth Year Maintenance Costs \$ _____

Fifth Year Maintenance Costs \$ _____

Leasing Options – Renewable at end of lease

Per month cost for 36 month lease \$ _____

Per month cost for 60 month lease \$ _____

Maintenance shall be included in the monthly lease cost.

Lease Holder: _____

Lease-purchase Options with \$1.00 Buyout

Per month cost for 36 month lease \$ _____

Per month cost for 60 month lease \$ _____

Maintenance shall be included in the monthly lease cost.

Lease Holder: _____

Optional Performance and Payment Bond calculated on Base System Cost \$_____

All pricing offered shall remain valid for 90 days from the opening of Proposals.

Name (PRINT): _____

Title (PRINT): _____

AFFIDAVIT

**STATE OF LOUISIANA
PARISH OF JEFFERSON**

BEFORE ME, the undersigned authority, personally came and appeared,
_____, who after being duly sworn,
deposed and said that he/she/they are fully authorized _____ of
_____ (hereinafter referred to as affiant), and said affiant
further said:

The following is a complete listing of all subcontractors who may
assist in providing services for the project known as

_____:

Subcontractors, excluding full time employees of firm, who would
assist in providing services for the project:

AFFIANT

**SWORN TO AND SUBSCRIBED
BEFORE ME ON THIS _____
DAY OF _____, 2010.**

NOTARY PUBLIC

A copy of this affidavit must be attached to all pay requests.

_____ Check here if no additions or substitutions of subcontractors have been
made under this contract or any amendments to this contract.

Signature

Date

Any additions or substitutions of subcontractors, excluding full time employees of firm, who would
assist in providing services for the project, requires Jefferson Parish Council approval and
requires submission of a new sworn affidavit.

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

AT THE MEETING OF DIRECTORS OF _____
INCORPORATED, DULY NOTICED AND HELD ON _____,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT
WAS:

RESOLVED. THAT _____, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-
FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON
BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS
AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES,
DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE
EXECUTION OF ALL BIDS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES,
CONTRACTS AND ACTS AND TO RECEIVE AND RECEIPT THEREFOR ALL
PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF
ANY SUCH BID OR CONTRACT, THIS CORPORATION HEREBY RATIFYING,
APPROVING, CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT
PERFORMED BY SAID AGENT AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE
A TRUE AND CORRECT COPY OF AN
EXCERPT OF THE MINUTES OF THE
ABOVE DATED MEETING OF THE BOARD
OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN
REVOKED OR RESCINDED.

SECRETARY-TREASURER

DATE

RFP 0211

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from firms interested in providing "Next Generation" Enhanced 9-1-1 IP System," for Jefferson Parish 9-1-1 Communication District, in accordance with the terms, conditions and specifications outlined in the Request for Proposal (RFP)

Request for Proposals will be received until 4:00 p.m. Local Time on: **Wednesday, July 14, 2010.**

(Type Name of Person Authorized to Sign)

(Company Name and **LA. License No.** if required)

(Street Address)

(City, State, Zip Code)

(Area Code) (Phone Number) (Area Code) (Fax Number)

(Signature of Person Authorized to Sign)

(Title of Person Authorized to Sign)

This RFP must be signed by an authorized Representative of the Company/Firm for RFP to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

REQUEST FOR PROPOSAL

RFP 0211

Jefferson Parish Department of Purchasing is soliciting **Request for Proposals (RFP'S)** from firms interested in providing "Next Generation" enhanced 9-1-1 IP System" for the Jefferson Parish Department of Emergency Communication Districts (JPECD).

Evaluation Criteria:

Financial Proposal	40 Points
Technical Proposal	60 Points

1. FINANCIAL PROPOSAL (MAXIMUM OF 40 POINTS)

2. QUALIFICATIONS AND EXPERIENCE (30 points)

- A. Specific Experience – similar or larger scope of services currently being Provided. (10 points)
- B. Personnel- experience of management staff, experience In similar projects, etc. (5 points)
- C. Financial Profile of Company (5 points)
- D. Services Capabilities – amount of available full-time, part-time or temporary Employees, etc. (10 points)

3. TEACHNICAL APPROACH (30 points)

- A. Scope of Services (10 points)
- B. Product Quality (10 points)
- C. Project Schedule (10 points)

TOTAL (Financial, Qualifications and Technical) Maximum Points of 100

A PRE-PROPOSAL CONFERENCE WILL BE HELD ON FRIDAY, JUNE 18, 2010 AT 09:00 A.M. AT THE FOLLOWING LOCATION:

Jefferson Parish Purchasing Department
General Government Building
200 Derbigny Street, Ste 4400
Gretna, LA 70053

REQUEST FOR PROPOSALS WILL BE RECEIVED IN THE:

JEFFERSON PARISH PURCHASING DEPARTMENT
GENERAL GOVERNMENT BUILDING
200 DERBIGNY STREET, STE 4400
GRETNA, LA 70053

UNTIL **4:00 P.M.** LOCAL TIME ON **WEDNESDAY, July 14, 2010.**

The Jefferson Parish Council reserves the right to accept or reject any and all proposals, in whole or part and waive informalities, pursuant to the law.

| Specifications are available gratis from: www.jeffparish.net/bids (click on Bid Downloads) or
Jefferson Parish Purchasing Department
General Government Building
200 Derbigny Street, Ste. 4400
Gretna, LA 70053
(504) 364-2678

Patricia Lassalle
Director
Purchasing Department

Rene' T. Poole, CPPB
Chief Buyer
Purchasing Department

**ADV. TIMES PICAYUNE OFFICIAL JOURNAL:
May 27, 2010 and June 3, 10, 2010**